

## **AGENDA**

### **BOARD OF MAYOR AND ALDERMEN**

**February 16, 2021  
Mayor and all Aldermen**

**7:30 p.m.  
Online Virtual Meeting  
Call +1 (224) 501-3412 and enter  
Access Code: 631-413-245  
when prompted**

1. Mayor Craig calls the meeting to order.
2. Due to the COVID-19/Coronavirus crisis and in accordance with Governor Sununu's Emergency Order #12 pursuant to Executive Order 2020-04, this Board is authorized to meet electronically.
3. The Clerk calls the roll.
4. Presentation regarding the Manchester Police Department's Critical Incident Stress Management and Peer-to-Peer Support Team.

#### **CONSENT AGENDA (ITEMS)**

5. Mayor Craig advises if you desire to remove any of the following items from the Consent Agenda, please so indicate. If none of the items are to be removed, one motion only will be taken at the conclusion of the presentation.

#### **Information to be Received and Filed**

6. Annual Customer Notice submitted by Comcast as required by NH RSA 53-C:3-d.

## **REFERRALS TO COMMITTEES**

### **COMMITTEE ON COMMUNITY IMPROVEMENT**

7. Communication from Alderman Terrio regarding the installation of a traffic light at the intersection of Cilley Road and Jewett Street.

### **COMMITTEE ON FINANCE**

8. Resolutions:

"Amending the FY2021 Community Improvement Program, authorizing and appropriating funds in the amount of One Hundred Thousand Dollars (\$100,000) for the FY2021 CIP 213721 FEMA & State Funds to Support COVID Vaccination Efforts."

"Amending the FY2019 Community Improvement Program, authorizing and appropriating funds in the amount of Thirty Five Thousand Dollars (\$35,000) for the FY2019 CIP 212719 Oral Health Program."

"Amending the FY2021 Community Improvement Program, authorizing and appropriating funds in the amount of Two Thousand Eight Hundred and Four Dollars and Seventy Five Cents (\$2,804.75) for the FY2021 CIP 812021 HMIS Reporting."

"Amending the FY2021 Community Improvement Program, authorizing, appropriating and transferring funds in the amount of Twelve Thousand Dollars (\$12,000) for the FY2021 CIP 811621 CARES Act Support Fund-Public Service/Capital Improvement Activities."

"Amending the FY2004 & 2019 Community Improvement Program, authorizing, appropriating and transferring funds in the amount of Twelve Thousand Four Hundred Fifty Four Dollars (\$12,454) for the FY2019 CIP 711019 FY19 Deferred Maintenance Schools."



## **REPORTS OF COMMITTEES**

### **COMMITTEE ON COMMUNITY IMPROVEMENT**

- 9.**      Recommending that the amending resolution and budget authorization providing for the acceptance and expenditure of funds in the amount of \$2,804.75 for CIP 812021 HMIS Reporting be approved.  
*(Unanimous vote)*
- 10.**     Recommending that the amending resolution and budget authorizations providing for the transfer and expenditure of funds in the amount of \$12,000 from CIP 212821 Summer Outreach Program to CIP 811621 CARES Act Support Fund-Public Services/Capital Improvements be approved.  
*(Unanimous vote)*
- 11.**     Recommending that the amending resolution and budget authorizations providing for the transfer and expenditure of funds in the amount of \$12,454 from CIP 511404 Clem Lemire Sports Complex-Memorial High School to CIP 711019 FY19 Deferred Maintenance-Schools be approved.  
*(Unanimous vote)*
- 12.**     Recommending that the request to extend various CIP projects through June 30, 2021 be approved.  
*(Unanimous vote)*
- 13.**     Recommending that the request to increase the Fire Department fleet be approved.  
*(Unanimous vote)*
- 14.**     Recommending that the request for subordination of a City lien in the amount of \$80,000 for 601 Montgomery Street be approved.  
*(Unanimous vote)*

15. Recommending that the summary of abatement requests submitted by Fred McNeill, Chief Engineer, be approved.  
*(Unanimous vote with the exception of Alderman Roy who was absent)*  
*(Note: This report was inadvertently omitted from the 12/15/2020 BMA agenda.)*

#### **COMMITTEE ON HUMAN RESOURCES/INSURANCE**

16. Recommending that the request from the Public Works Director to change the job title for Chief Facilities Manager to Chief of Facilities be approved.  
*(Unanimous vote)*
17. Recommending that the request from the Public Works Director to reclassify the Facilities Maintenance Supervisor, grade 20, to a grade 21 be approved.  
*(Aldermen Stewart, Barry and Cavanaugh voted yea; Aldermen Roy and Hirschmann voted nay)*
18. Recommending that the request from Fire Chief Goonan to add one Deputy Chief position, grade 26, to his complement and eliminate one District Chief, grade 25, be approved.  
*(Aldermen Stewart, Barry and Cavanaugh voted yea; Aldermen Roy and Hirschmann voted nay)*
19. Recommending that the request from the Health Department Chief Strategy Officer to add 2.5 full-time equivalent grant funded Community Health Worker positions (grade 15) to their complement be approved.  
*(Unanimous vote)*

**COMMITTEE ON PUBLIC SAFETY, HEALTH AND TRAFFIC**

20. Recommending that the following traffic regulations be approved:

**NO PARKING ANYTIME**

On Dearborn Street, south side, from a point 40 feet west of  
Taylor Street to a point 80 feet further west

*Alderman Sapienza*

**TWO HOUR PARKING 8 AM to 8 PM – MONDAY THROUGH  
SATURDAY**

On Martin Street, south side, from Claremont Avenue to a point  
20 feet west

*Alderman Shaw*

On Claremont Avenue, south side, from Martin Street to a point  
30 feet west

*Alderman Shaw*

*(Unanimous vote)*

21. Recommending that the request from the National MS Society to use Arms Lot on April 18, 2021 for their Walk MS Event be approved.  
*(Unanimous vote)*
22. Recommending that the request from Millenium Running to use the Arms Lot on October 31, 2021 for their Trick or Trot 3K be approved.  
*(Unanimous vote)*
23. Recommending that the expanded outdoor seating plan for Elm Street be approved.  
*(Unanimous vote)*
24. Recommending that ordinance amendment:
- “Amending Chapter 130.13 Camping in Public Places by lowering the maximum fine for unlawful camping in public places.
- ought to pass and be referred to the Committee on Bills on Second Reading for technical review.  
*(Unanimous vote)*

**LADIES AND GENTLEMEN, HAVING READ THE CONSENT AGENDA, A MOTION WOULD BE IN ORDER THAT THE CONSENT AGENDA BE APPROVED.**

**REGULAR BUSINESS**

25. Nomination(s) to be presented by Mayor Craig, if available.
26. Confirmation(s) to be presented by Mayor Craig:  
Highway Commission  
Kathy Sullivan, term to expire January 15, 2024  
**Ladies and Gentlemen, what is your pleasure?**
27. Communication from Matthew Normand, City Clerk, outlining the timeline for a charter review.  
**Ladies and Gentlemen, what is your pleasure?**
28. Tentative Agreement between the Manchester Board of School Committee and the Manchester Certified Instructors NEA-NH Association.  
**If the Board so desires, a motion would be in order to ratify.**
29. Budget projections to be submitted by Sharon Wickens, Finance Officer, if available.
30. A motion is in order to recess the meeting to allow the Committee on Finance to meet.
31. Mayor Craig calls the meeting back to order.
32. Report(s) of the Committee on Finance, if available.  
**Ladies and Gentlemen, what is your pleasure?**

33. Report(s) of the Committee on Lands and Buildings, if available.  
**Ladies and Gentlemen, what is your pleasure?**

34. Resolutions: **(A motion is in order to read by titles only.)**

"Amending the FY2021 Community Improvement Program, authorizing and appropriating funds in the amount of One Hundred Thousand Dollars (\$100,000) for the FY2021 CIP 213721 FEMA & State Funds to Support COVID Vaccination Efforts."

"Amending the FY2019 Community Improvement Program, authorizing and appropriating funds in the amount of Thirty Five Thousand Dollars (\$35,000) for the FY2019 CIP 212719 Oral Health Program."

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"Amending the FY2004 & 2019 Community Improvement Program, authorizing, appropriating and transferring funds in the amount of Twelve Thousand Four Hundred Fifty Four Dollars (\$12,454) for the FY2019 CIP 711019 FY19 Deferred Maintenance Schools."

**If the Board so desires, a motion would be in order that the resolutions ought to pass and be enrolled.**

## **NEW BUSINESS**

## **ADJOURNMENT**

35. If there is no further business, a motion is in order to adjourn.

MANCHESTER POLICE  
DEPARTMENT'S  
CRITICAL INCIDENT STRESS  
MANAGEMENT  
&  
PEER-TO-PEER SUPPORT TEAM



# Background

- Team was established in 2012
- Currently made up of 27 members
- Members are specially trained sworn and civilian police employees:
  - -24 sworn (ranked from Officer – Captain)
  - -3 civilians
- Team members receive specialized training in the areas of Critical Incident Stress Management (CISM), Peer-to-Peer Support, Mental & Behavioral Health.





# CISM & Peer-to-Peer Team Selection Process

- 1. Written application
  - 2. Oral Board interview
  - 3. Meeting with a team psychologist or clinician
  - 4. Approval of Chief of Police
- 
- The CISM & Peer-to-Peer Team is not considered a “special assignment.” all team members volunteer their time to the team





# CISM & Peer-to-Peer Team Composition:

- Coordinator: Detective Justin Breton
- Assistant Coordinator: Lt. Robert Gravelle
- Team Leaders: Lt. John Cunningham
- Team Leader: Officer Shannon Jackson
- Team members: 24 sworn 3 Civilians



# Community Mental Health Partners

Team Psychologist: Dr. Paul Harris, PHD

Team Clinician: Sheena Bice, Veteran & First Responder Healthcare

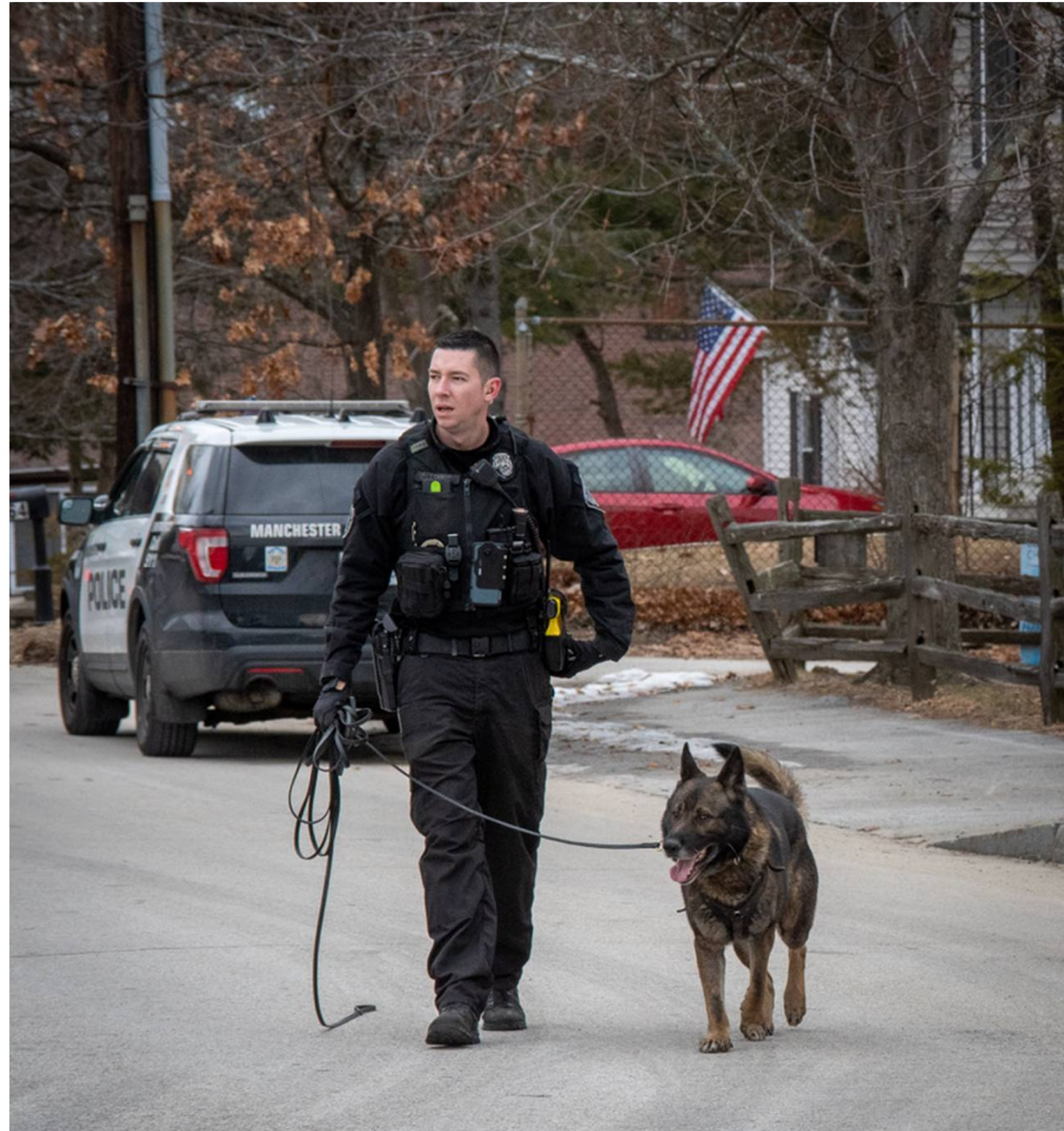
Team Clinician: Kevin Sullivan, The Vet Center

Team Clinician: Carl “CJ” Hebert, The Vet Center

- Team relies on our licensed community mental health partners to provide professional mental health guidance/support and consultation
- Our licensed community mental health partners are available 24 hours a day for consult and referral should our personnel’s needs arise to the level of requiring clinical mental health treatment.
- Note: All community mental health providers currently donate their time to the team.

# CISM & Peer-to-Peer Support Team

- Team's function is to provide our personnel & their family with mental health support services which mitigates stress, both at home and on the job.
- Team provides peer support to address veteran's issues, trauma responses, family/relationship issues, financial issues, legal problems, gambling, substance misuse, personal stress and job stress.





Team also provides our personnel with CISM Debriefs after they have been exposed to some of the following types of calls:

- Line of duty deaths
- Suicide of a colleague
- Serious work-related injury
- Multi-casualty / disaster / terrorism incidents
- Events with a high degree of threat to the personnel
- Significant events involving children
- Events in which the victim is known to the personnel
- Events with excessive media interest
- Events that are prolonged and end with a negative outcome
- Any significantly powerful, overwhelming distressing event



# When to use peer-to-peer support

- Recipient group is specially trained and educated
- Group has a unique culture
- Group members perceive themselves as unique, little understood, misunderstood
- Group has minimal trust to those outside the group
- This is NOT a replacement for professional mental health guidance/support





# Confidentiality

- In 2012, members of the Manchester Police Department, Franklin Police Department and Senator Lou D'Allesandro, worked together to draft and implement into law:
- NH RSA 153-A:17-a Critical Incident Intervention and Management



153-A:17-a Critical Incident Intervention and Management.

I. In this section:

- (a) "Critical incident" means an event or events that result in acute or cumulative psychological stress or trauma to an emergency service provider as a result of response to the incident.
- (b) "Critical incident stress" means an unusually strong emotional, cognitive, or physical reaction that has the potential to interfere with normal functioning and that results from the response to a critical incident or long-term occupational exposure to a series of critical incident responses over a period of time that are believed to be causing debilitating stress that is affecting an emergency service provider and his or her work performance or family situation. This may include, but is not limited to, physical and emotional illness, failure of usual coping mechanisms, loss of interest in the job, personality changes, or loss of ability to function.
- (c) "Critical incident stress management" means a process of crisis intervention designed to assist emergency service providers in coping with the psychological trauma resulting from response to a critical incident.
- (d) "Critical incident stress management and crisis intervention services" means consultation, counseling, debriefing, defusing, intervention services, management, prevention, and referral provided by a critical incident stress management team member.
- (e) "Critical incident stress management team" or "team" means the group of one or more trained volunteers, including members of peer support groups organized by a unit of state, local, or county government who offer critical incident stress management and crisis intervention services following a critical incident or long term or continued, debilitating stress being experienced by emergency services providers and affecting them or their family situation.
- (f) "Critical incident stress management team member" or "team member" means an emergency services provider, including any law enforcement officer, sheriff or deputy sheriff, state police officer, civilian law enforcement employee, firefighter, civilian fire department employee, and emergency medical personnel, specially trained to provide critical incident stress management and crisis intervention services as a member of an organized and registered team.

II. (a) Team members shall undergo and sustain certification standards set forth in guidelines established by the International Critical Incident Stress Foundation (ICISF) approved by the commissioner of the department of safety, or a similar organization for which the commissioner shall not unreasonably withhold approval. The team shall be registered with ICISF, or a similar organization, and maintain training standards to date as required.

(b) All critical incident stress management team members, sworn or civilian, shall be designated by the police chief, sheriff, commander of the state police, fire chief, or director of emergency services.

III. (a) Any information divulged to the team or a team member during the provision of critical incident stress management and crisis intervention services shall be kept confidential and shall not be disclosed to a third party or in a criminal, civil, or administrative proceeding. Records kept by critical incident stress management team members are not subject to subpoena, discovery, or introduction into evidence in a criminal, civil, or administrative action. Except as provided in subparagraph (c), no person, whether critical incident stress management team member or team leader providing or receiving critical incident stress management and crisis intervention services, shall be required to testify or divulge any information obtained solely through such crisis intervention.

(b) The purpose of this section is to provide a consistent framework for the operation of critical incident stress management teams and their members. In any civil action against any individual, agency, or government entity, including the state of New Hampshire, arising out of the conduct of a member of such team, this section is not intended and shall not be admissible to establish negligence in any instance where requirements herein are higher than the standard of care that would otherwise have been applicable in such action under state law.

(c) A communication shall not be deemed confidential pursuant to this section if:

- (1) The communication indicates the existence of a danger to the individual who receives critical incident stress management and crisis intervention services or to any other person or persons.
- (2) The communication indicates the existence of past child abuse or neglect of the individual, abuse of an adult as defined by law, or family violence as defined by law.
- (3) The communication indicates the existence of past or present acts constituting an intentional tort or crime, provided the applicable statute of limitation has not expired on the act indicated.

Source. 2013, 74:1, eff. June 6, 2013.



## Critical Incident Stress Management

- An organized comprehensive approach to preventing the development of stress symptoms in persons exposed to the event and managing the recovery from stress symptoms if they occur.



# Critical Incident Stress Management

- The three types of Critical Incident Stress Management (CISM) currently implemented by the Manchester Police Department:
  - On-Scene Support
  - Off-Scene Demobilizations
  - Critical Incident Stress Debriefing (CISD)



# Critical Incident Stress Debrief Objectives

- air the intense emotions associated with the incident(s)
- group support
- begin the grieving process
- dispel rumor & fallacy
- reinforce the belief that intense emotional reactions are the norm in such situations
- prepare for protracted grief
- education concerning the emotional, physiological, and cognitive byproducts of crisis
- additional education relative to stress responses
- reinforce the fact that additional assistance is available and often necessary

# CISD Process & Components

- Structured, group process
- utilization of trained team
- deal with emotional & physical “aftershock”
- confidential, non-evaluative discussion of incident(s)
- not therapy (but insight may be gained)
- education





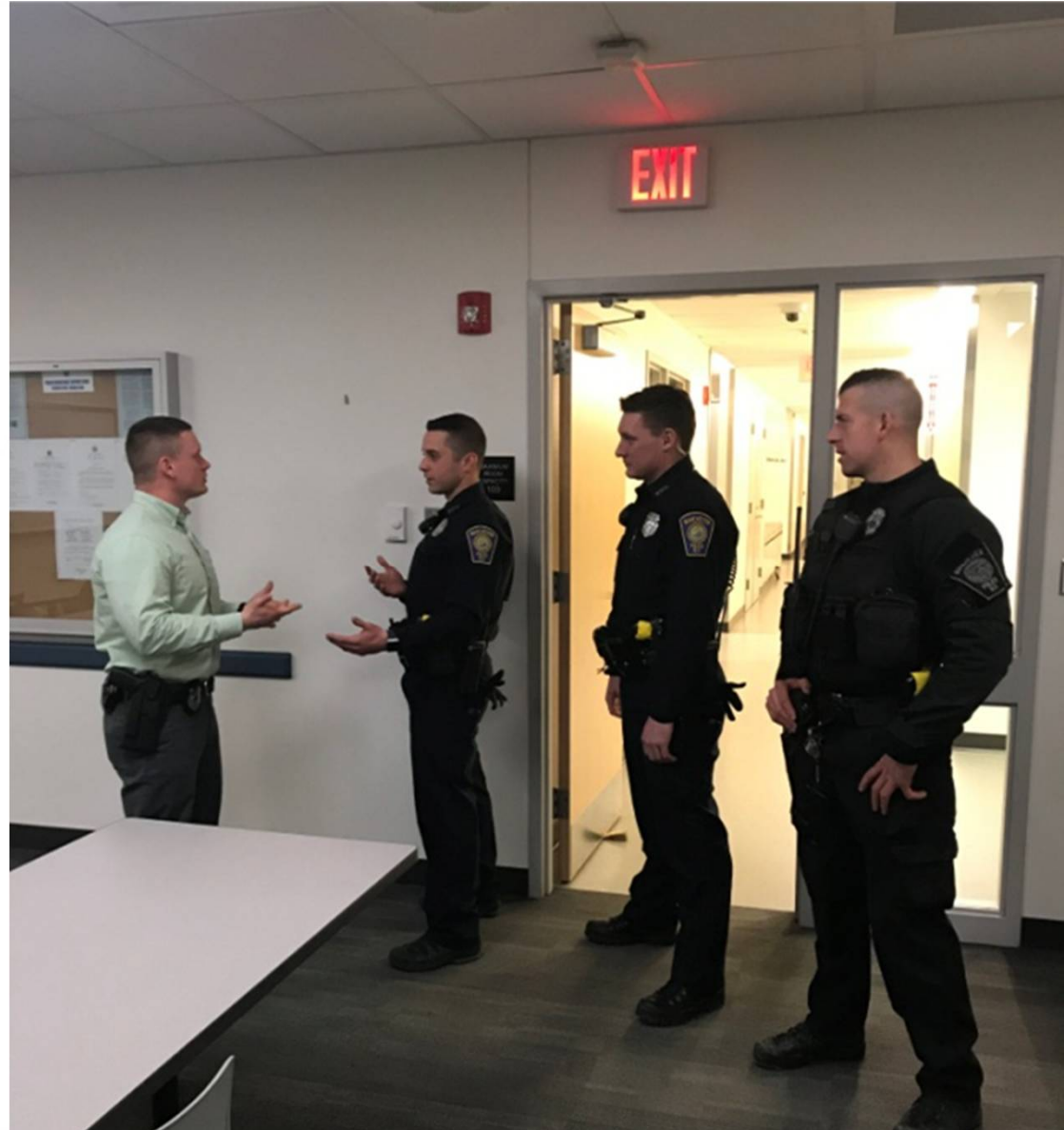
# On Scene Support

- CISM Team member(s) respond to scenes of critical incidents to offer support to there peers.
- maintain a low profile, acting as observers, and are restricted to the outer perimeter unless otherwise directed.
- CISM Team member(s) who observe adverse stress reactions shall report these findings to the Team Director or their Designee.
- If the Team Director or Assistant Director believes the affected person is incapable of performing their assigned duties, the OIC should be notified with recommendations.
- Under some circumstances, it may be necessary for CISM Team member(s) to conduct one-to-one interventions at the scene. The interventions will be brief and supportive in nature. Under no circumstances shall group interventions be done at the scene.



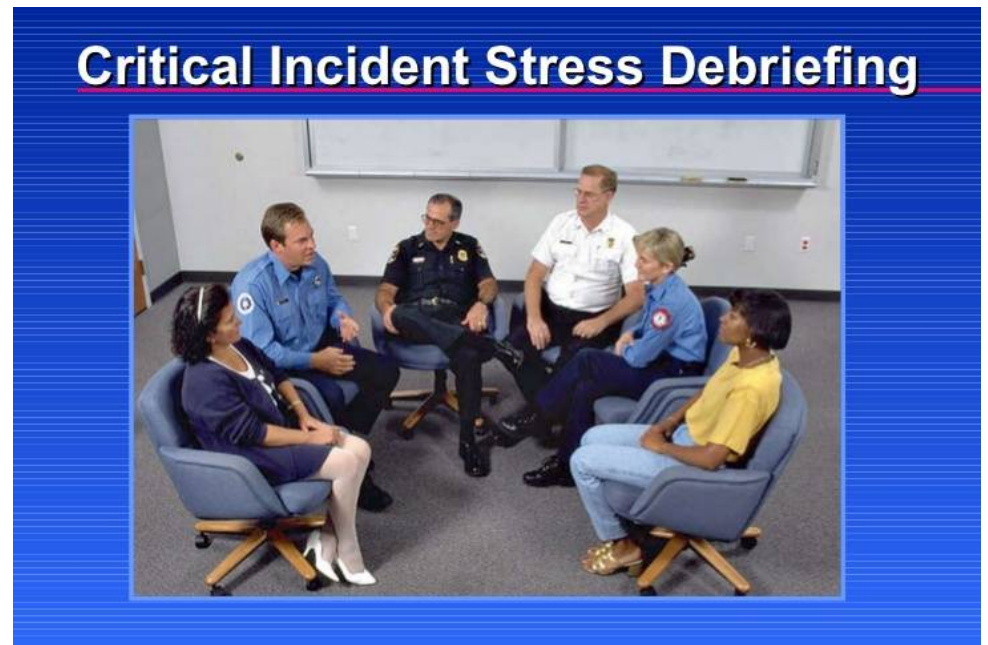
# Demobilization

- A brief intervention that is used immediately upon disengagement from the scene of a disaster (e.g., at the end of a shift) to help provide a transition between the world of the event and the world of routine. The focus is on symptoms workers might experience and useful self-care suggestions.



# Critical Incident Stress Debrief (CISD)

- The formal CISD process serves to mitigate the employee's normal and expected physical and emotional reactions resulting from their exposure to a critical incident. CISD is a 7-step interactive group crisis intervention designed to assist a group of employees after their exposure to the same traumatic event.



# CISD Continued

- The CISD has proven to be the most accepted method of intervention within the First Responder Community.
- CISD is believed to improve the recovery process, and increase the resiliency of employees, by allowing participants to understand their own stress responses and to see that others have similar responses.
- A formal CISD should generally be held between 48 to 72 hours after the event.
- The formal CISD should be conducted by employees trained in Group Crisis Intervention.
- The CISD must be attended by the Mental Health Professional (who is also trained in Group Crisis Intervention).
- Media personnel or uninvolved employees shall not be allowed in the debriefing. Note taking, recorders, or video equipment shall not be allowed.
- All employees involved in the formal CISD should give their full attention to the session. Therefore, no police radios, pagers, telephone calls, or any other interruptions should be allowed.
- Employees should be reminded that the formal CISD is not a critique. Judgment calls or use of rank authority are not appropriate for a setting of this nature.
- The CISD will not be held without a licensed community MH partner.



## Where to get the proper training

- Currently, NH RSA 153-A:17-a requires all First Responders providing Peer-to-Peer and Critical Incident Stress Management services to be trained by the International Critical Incident Stress Foundation, or a similar organization, which is approved by the commissioner of the Department of Safety.
- Recommended 8 hours of continued training per year





# Southern NH Regional CISM & Peer-to-Peer Support Team

- Chief David Goldstein, Franklin Police Department and Det. Justin Breton, Manchester Police Department are the Coordinators of the Southern NH Regional CISM & Peer-to-Peer Team.
- The regional team has trained members from the following LE agencies (16): Nashua, Franklin, Hudson, Concord, Allenstown, Goffstown, Londonderry, Pelham, Salem, Dover, Portsmouth, Seabrook, Hampton, Keene, UNH, Hollis
- Our regional team provides mental health supports services to the entire First Responder community in New Hampshire.

# Team's future goals

- Build upon and expand current new personnel training program.
- Build upon and expand currently family support services program.
- Build upon and expand currently military deployment support services program.
- Implement new training program which focusses on improving the mental health, resilience, job satisfaction and retention of our specialty unit investigators in the Juvenile Division, Domestic Violence Division and Cyber Crime Unit.
- beginning in 2021, all personnel will receive a four-hour block of instruction pertaining to maintaining and improving their own MH and wellbeing
- Establish a Mobil Crisis Response Team which will be made up of a trained peer and licensed community mental health provider. (This team will deploy all over the state in order to respond to all emergency MH needs of the First Responder Community.)
- Implement voluntary periodical mental health wellness visits with a licensed MH provider for all our personnel.

For 2/16/21 BMA  
International



City Clerk's Office

January 28, 2021

JAN 29 2021

RECEIVED

***Via UPS Overnight***

Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
State of New Hampshire  
33 Capitol Street  
Concord, NH 03301-6397

***Re: Annual Customer Notice***

Dear Office of the Attorney General:

Each year Comcast provides its customers with annual notices, including such information as Comcast's customer privacy policy, payment procedures, equipment compatibility and billing dispute and complaint procedures.

In accordance with New Hampshire RSA 53-C:3-d, enclosed please find a copy of the following inserts received by customers as bill inserts during 2019: 1) Customer Privacy Notice and 2) Notice to Customers Regarding Equipment Compatibility & Important Information. Copies of these documents are enclosed.

Please note that there are two separate affidavits for each applicable notice - one for customers who received the notices via email and another for those customers who received the notices via their bill statement.<sup>1</sup>

If you have any questions, please do not hesitate to contact me at [Tim\\_Murnane@comcast.com](mailto:Tim_Murnane@comcast.com).

Sincerely,

Timothy Murnane  
Vice President Government, Regulatory and Community Affairs

Enclosures

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<sup>1</sup> In 2019, in accordance with FCC Order 18-166, Comcast began to email annual notifications to those customers having a valid email address on file with us. Customers without a valid email address on file receive the notifications in their bill statements. Customers have the option to opt-out of receiving notifications via email by calling us or going into Xfinity MyAccount.





*accelerate business. anywhere.*

CSG International  
14301 Chandler Road  
Omaha, NE 68138

09/15/2020

Cindy LaFrance  
Comcast

Cynthia.LaFrance@comcast.com

RE: Comcast NH Important Information counts

Cindy,

The Comcast NH Important Information generated in 178,181 8773/2000 printed English statements, in 1,473 8773/2000 printed Spanish statements, in 18,928 printed commercial statements and in 12,499 non-printed commercial statements from July 28, 2020 to August 27, 2020.

Sincerely,

Jay Cruse  
Customer Delivery Manager



Oracle America, Inc. 500 Oracle Parkway phone : 1-650-506-7000  
Redwood Shores fax : 1-650-506-7200  
California 94065 oracle.com

01/04/2021

Cynthia LaFrance  
Comcast

Cynthia.LaFrance@comcast.com

RE: Comcast Important Information for Xfinity TV Customers Notices for New Hampshire (87732000)

Cynthia,  
The Comcast Important Information for Xfinity TV Customers notices were emailed to customers with a verified email address (as defined in Comcast business requirements) on 7/14/20.

Below is the breakdown:

Graphic ID's	SYSPRIN	# EMAILS SENT	LINK
I020AV20, I021AV20, I022AV20	87732000	212,095	<a href="https://amiintegration.s3.amazonaws.com/DigitalSIKLates/IMPIN_NGBR_FCC-2020-06-15_13-49-32.pdf">https://amiintegration.s3.amazonaws.com/DigitalSIKLates/IMPIN_NGBR_FCC-2020-06-15_13-49-32.pdf</a>

Sincerely,

Amy McNeil  
Director, CXM Agency Services



*accelerate business. anywhere.*

CSG International  
14301 Chandler Road  
Omaha, NE 68138

08/03/2020

Cindy LaFrance  
Comcast

Cynthia.LaFrance@comcast.com

RE: Comcast NH Privacy Policy counts

Cindy,

The Comcast NH Privacy Policy generated in 213,418 8773/2000 printed English statements, in 1,488 8773/2000 printed Spanish statements, in 18,605 printed commercial statements and in 11,450 non-printed commercial statements from March 26, 2020 to April 25, 2020.

Sincerely,

Jay Cruse  
Customer Delivery Manager



Oracle America, Inc. 500 Oracle Parkway phone +1 650 506 7000  
Redwood Shores fax +1 650 506 7200  
California 94065 oracle.com

01/04/2021  
Cynthia LaFrance  
Comcast

Cynthia.LaFrance@comcast.com

RE: Comcast Xfinity Privacy Policy Notice for New Hampshire (87732000)

Cynthia,  
The Comcast Xfinity Privacy Policy notices were emailed to customers with a verified email address (as defined in Comcast business requirements) on 1/28/20.

Below is the breakdown:

Insert ID's	SYSPRIN	# EMAILS SENT	LINK
X-69273 English X-69274 Spanish	87732000	245,833	<a href="https://naehaspublic.s3.amazonaws.com/Comcast+Privacy+Policy+Notices/PP_BIL_Bitebill_0120.pdf">https://naehaspublic.s3.amazonaws.com/Comcast+Privacy+Policy+Notices/PP_BIL_Bitebill_0120.pdf</a>

Sincerely,

Amy McNeil  
Director, CXM Agency Services



## IMPORTANT INFORMATION FOR XFINITY TV CUSTOMERS

### SERVICE PROBLEMS

You will find helpful information for troubleshooting TV picture or signal quality issues at [www.xfinity.com/support](http://www.xfinity.com/support). If the problem does not clear up, please feel free to chat with us at [www.xfinity.com/support/contact-us](http://www.xfinity.com/support/contact-us) or call us at 1-800-XFINITY, and a customer service representative will attempt to address that issue. We will try to resolve any complaints you have concerning the quality of our signals promptly and efficiently. We will respond to your report of a service interruption no later than 24 hours after you notify us, except in extraordinary circumstances or where conditions are beyond our control. We will respond to your report of other service problems no later than the next business day after you notify us. We may need access to your home in order to correct a service related issue. If a service call is required it will be scheduled at a time convenient to you. If you are dissatisfied with our resolution of your service problem, you may contact your local franchising authority to discuss the problem with your service. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

### SERVICE OR BILLING COMPLAINTS

Information regarding your Xfinity services and billing is available through My Account at [www.xfinity.com](http://www.xfinity.com). You also may download the Xfinity My Account app to your smartphone or other device for quick access to up to date information on your account. If you have a complaint regarding your Xfinity TV service or your bill, you will find information on contacting us through chat or by phone at <https://www.xfinity.com/support/contact-us>. Also, you can visit us at one of our Xfinity store locations. Visit <https://www.xfinity.com/support/service-center-locations/> to find the Xfinity store closest to you. If you wish to put your comments in writing, your letter should be addressed to us at the local address listed on the How To Reach Us insert. We will try to resolve your complaint promptly. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact your local franchising authority to discuss your complaint. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

If you have a complaint regarding closed captioning please email us at [accessibility@comcast.com](mailto:accessibility@comcast.com) or call us at 1-855-270-0379.

### MOVING

Please visit <https://www.xfinity.com/moving> before you move. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home, if your new home is in our service area.

### EQUIPMENT COMPATIBILITY

Xfinity TV service is encrypted and requires a TV Box, TV Adapter, CableCARD or other navigation device that is compatible with our system for each television you wish to use with our service. You may not be able to use special features or functions of your television, VCR or DVD player/recorder with Xfinity TV service. Some of these problems may be resolved by the use of signal splitters, and/or other supplemental equipment that can be purchased from us or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

If you have a TiVo digital cable-ready DVR, you can access switched digital video services by obtaining a "tuning adapter" device. If you have a TiVo DVR or other digital cable-ready devices, you will need a TV Box, TV Adapter, or CableCARD from us to access switched digital video and other two-way cable services. Upon your request, we will provide you with the technical parameters necessary for a navigation device rented or acquired from retail outlets to operate with our system. Because of the need to protect our Xfinity TV service, we will not authorize the use of a navigation device that does not conform to all required signal security specifications. For information regarding other navigation devices, please go to <https://www.xfinity.com/support>.

### REMOTE CONTROL UNITS

**If you rent a TV Box or TV Adapter from us we will provide a compatible remote control. Also, you may purchase compatible remotes at local electronic stores or other retail outlets. A representative list of compatible remote control models currently available from local retailers includes: Philips PHL PMDVR8, RCA RCR612, and Sony RM-V202. A list of additional compatible remotes may be obtained from your local Xfinity store. Although these remote control units are compatible with the TV Box or TV Adapter that we currently offer, these remotes may not be functional if we change the type of TV Box or TV Adapter we rent. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.**

### SERVICE CHANGES AND INSTALLATION

Standard installations are generally completed within 7 business days. If you change the services you receive, you may be subject to an installation or change of service charge. You may obtain additional information about our current services, fees and prices online at [www.xfinity.com](http://www.xfinity.com) or by calling us at 1-800-XFINITY.

### UPCOMING PROGRAMMER CONTRACT EXPIRATIONS

Information on programmer contract expirations, which could affect our carriage of the programmer's channels, can be found at <https://my.xfinity.com/contractrenewals/> or by calling 866-216-8634.

### OTHER INFORMATION

For those of our customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services herein may not apply. Please call us at 1-800-XFINITY to talk to one of our customer service representatives for further information.





## INFORMACIÓN IMPORTANTE PARA LOS CLIENTES DE XFINITY TV

### PROBLEMAS CON EL SERVICIO

Si tiene problemas con la calidad de la señal o la imagen de TV, encontrará información útil para resolverlos en [www.xfinity.com/support](http://www.xfinity.com/support). Si el problema no se resuelve, no dude en contactarnos por chat en [www.xfinity.com/support/contact-us](http://www.xfinity.com/support/contact-us) o llamarnos al 1-800-XFINITY. Un representante de atención al cliente intentará resolver el problema. Trataremos de resolver toda queja relativa a la calidad de la señal de manera oportuna y eficiente. Si denuncia una interrupción en el servicio, responderemos a su denuncia en el transcurso de 24 horas, excepto en circunstancias extraordinarias o en el caso de condiciones que estén fuera de nuestro control. Si denuncia otros problemas con el servicio, responderemos a más tardar el día hábil siguiente al día en el que nos notifique. Es posible que, para corregir un problema con el servicio, debamos acceder a su hogar. Si se necesita una visita de servicio, la programaremos para un horario que le quede cómodo. Si no está satisfecho con la resolución del problema, puede ponerse en contacto con la autoridad local de franquicias para discutirlo. Si la información sobre la autoridad local de franquicias no se indica en la factura, llámenos al 1-800-XFINITY para obtener el nombre y la dirección de dicha autoridad.

### QUEJAS RELATIVAS AL SERVICIO Y LA FACTURACIÓN

Puede acceder a información sobre sus servicios Xfinity y la facturación de los mismos a través de la sección My Account (Mi Cuenta) en [www.xfinity.com](http://www.xfinity.com). También puede descargar la aplicación My Account de Xfinity a su teléfono inteligente u otro dispositivo para acceder rápidamente a información actualizada sobre su cuenta. Si tiene una queja sobre el servicio Xfinity TV o su factura, puede encontrar la información necesaria para contactarnos por chat o por teléfono en <https://www.xfinity.com/support/contact-us>. También puede visitarnos en una de las tiendas de Xfinity. Visite <https://www.xfinity.com/support/service-center-locations/> para encontrar la más cercana. Si desea poner sus comentarios por escrito, debe enviarnos su carta a la dirección local que figura en el cuadro How To Reach Us (Cómo ponerse en contacto con nosotros).

Intentaremos resolver su queja de manera oportuna. Si no está satisfecho con la resolución de su queja o no podemos resolverla, puede ponerse en contacto con la autoridad local de franquicias para discutir su queja. Si la información sobre la autoridad local de franquicias no se indica en la factura, llámenos al 1-800-XFINITY para obtener el nombre y la dirección de dicha autoridad.

Si tiene una queja relativa a los subtítulos, envíenos un correo electrónico a [accessibility@comcast.com](mailto:accessibility@comcast.com) o llámenos al 1-855-270-0379.

### MUDANZAS

Antes de mudarse, ingrese en <https://www.xfinity.com/moving>. Esta es la mejor manera de coordinar la desconexión del servicio y programar la instalación en su nuevo hogar si el mismo está dentro de nuestra zona de servicio.

### COMPATIBILIDAD ENTRE EQUIPOS

El servicio Xfinity TV está cifrado y requiere, por cada televisor con el que desee usar el servicio, un decodificador de TV, un adaptador de TV, una tarjeta CableCARD u otro dispositivo de navegación que sea compatible con nuestro sistema. Posiblemente no pueda utilizar funciones o características especiales de su televisor, su videograbadora o su reproductor/grabador de DVD junto con el servicio Xfinity TV. Algunos de estos problemas se pueden resolver mediante el uso de divisores de señal y/u otros equipos complementarios que se pueden comprar en nuestra empresa o en tiendas de electrónica. Llámenos si quiere discutir qué tipo de equipos especiales necesitaría para resolver problemas de compatibilidad específicos o si tiene preguntas acerca de otros problemas de compatibilidad entre equipos.

Si tiene una videograbadora digital TiVo apta para televisión por cable, puede acceder a servicios de video digital conmutados mediante un "adaptador de sintonización". Si tiene una videograbadora digital TiVo u otros dispositivos digitales aptos para televisión por cable, necesitará que le proveamos un decodificador de TV, un adaptador de TV o una tarjeta CableCARD para acceder al servicio de video digital conmutado y a otros servicios bidireccionales por cable. Si lo solicita, le proporcionaremos los parámetros técnicos necesarios para un dispositivo de navegación que alquile o compre en nuestros puntos de venta minorista para usar con nuestro sistema. Debido a la necesidad de proteger nuestro servicio Xfinity TV, no autorizaremos el uso de dispositivos de navegación que no cumplan con todas las especificaciones necesarias para la seguridad de la señal. Para obtener información sobre otros dispositivos de navegación, visite <https://www.xfinity.com/support>.

### UNIDADES DE CONTROL REMOTO

Si usted alquila uno de nuestros decodificadores o adaptadores de TV, le proveeremos un control remoto compatible. También puede comprar un control remoto compatible en una tienda electrónica local u otro punto de venta minorista. La siguiente es una lista representativa de los modelos de control remoto disponibles en tiendas minoristas locales: Philips PHL PMDVR8, RCA RCR612, y Sony RM-V202. En su tienda Xfinity local podrá obtener una lista de otros controles remotos compatibles. Aunque estas unidades de control remoto son compatibles con el decodificador y el adaptador de TV que ofrecemos actualmente, es posible que no funcionen si cambiamos el tipo de decodificador o adaptador de TV que le alquilamos. Si tiene dudas acerca de si una determinada unidad de control remoto sería compatible con nuestros equipos, póngase en contacto con nosotros.

### CAMBIOS EN EL SERVICIO E INSTALACIÓN

Las instalaciones estándar generalmente se terminan en el transcurso de 7 días hábiles. Si cambia los servicios que recibe, es posible que se le cobre una tarifa de instalación o una tarifa por cambio de servicio. Para obtener más información sobre nuestros servicios, tarifas y precios actuales, visite [www.xfinity.com](http://www.xfinity.com) o llámenos al 1-800-XFINITY.

### PRÓXIMOS VENCIMIENTOS DE LOS CONTRATOS DE PROGRAMACIÓN

Para obtener información sobre los vencimientos de los contratos de programación, que podrían afectar nuestra transmisión de los canales, visite <https://my.xfinity.com/contractrenewals/> o llame al 866-216-8634.

**INFORMACIÓN ADICIONAL**

Para aquellos clientes que reciben el servicio a través de una cuenta comercial, acuerdos de tarifas grupales o acuerdos similares, es posible que no correspondan algunas de las políticas, procedimientos o servicios que se describen en el presente documento. Llámenos al 1-800-XFINITY para hablar con uno de nuestros representantes de atención al cliente y obtener más información.

**SERVICE AREA /  
ÁREA DE SERVICIO**

MA, NH & ME

**PHONE NUMBERS**

**Billing/Repair**

**New Services/Sales /**

**NÚMEROS DE TELÉFONO**

**Facturación/Reparación**

**Nuevos servicios/Ventas**

1-800-266-2278

**OFFICE HOURS /  
HORARIO LABORAL**

Please check your monthly billing statement for the location and hours of operation of the nearest customer service office.

**MAILING/OFFICE ADDRESS /  
DIRECCIÓN DE CORREO/DE LA OFICINA**

Comcast  
1 Comcast Center  
Philadelphia, PA 19102

**PUBLIC INFORMATION OFFICES/  
FRANCHISE AUTHORITIES /  
OFICINAS DE INFORMACIÓN PÚBLICA/  
AUTORIDADES DE LA FRANQUICIA**

Consumer Division of the Department of  
Telecommunications and Cable  
1-800-392-6066  
1000 Washington Street, Suite 820  
Boston, MA 02118

Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
33 Capital Street  
Concord, NH 03301

Office of the Attorney General  
Consumer Information and Mediation Service  
6 State House Station  
Augusta, ME 04333



# Comcast Xfinity Privacy Policy

Effective January 1, 2020

We know you care about your privacy and the protection of your personal information<sup>①</sup>. We also know it is our responsibility to be clear about how we protect your information. We designed this Privacy Policy to do just that. It explains the types of personal information we collect, and how we collect, use, maintain, protect, and share this information. This Privacy Policy also tells you about the rights and choices you may have when it comes to your personal information.

Some of what we say in our Privacy Policy is required by law, and may at times seem long and complicated, but we've worked hard to try to make our Privacy Policy easy to understand and provide examples where possible. The Xfinity Privacy Center ([www.xfinity.com/privacy](http://www.xfinity.com/privacy)) includes more information about:

- How to review and manage your personal information and account activity
- How to set your marketing and advertising preferences, and opt out of certain information sharing
- How our products and services help to protect you
- How you can better protect yourself online

You can review this Privacy Policy and the information in the Xfinity Privacy Center anytime. If you still have questions, you can contact us<sup>①</sup> for more information.

## WHEN THE PRIVACY POLICY APPLIES

This Privacy Policy applies to the information we collect when you use Xfinity-branded products, services, networks, and platforms<sup>②</sup>, including our websites and mobile apps. This Privacy Policy also applies to other Comcast-branded products and services<sup>③</sup> that link to it. We'll refer to these as our "Services" in this Privacy Policy. It also applies to the information we collect about you from third parties. This Privacy Policy does **not** apply to non-Xfinity products, services, websites, and mobile applications that you may access or use through Xfinity platforms.

### Learn more about when the Privacy Policy applies

Because this Privacy Policy describes the privacy practices for all of our Services, some parts may not apply to you. For example, if you do not subscribe to Xfinity Voice (home phone service) or Xfinity Mobile, we will not collect call detail information. If you do not subscribe to Xfinity Home, we will not collect home security event information.

Some Services may have additional privacy practices that may be described to you in different ways, such as in a separate contract for Comcast Business Services. To the extent there is an overlap between this Privacy Policy and a Service-specific privacy policy, the Service-specific policy or agreement will control with respect to that Service.

This Policy does **not** apply to the non-Xfinity products, services, websites, and mobile applications that you may use through the Xfinity platforms. For example, if you subscribe to Xfinity Internet and visit a news or shopping website, the privacy policy for that website will apply. If you subscribe to Xfinity TV and use our Xfinity X1 platform to use another company's streaming service, the privacy policy for that streaming service will apply to information it collects. Likewise, if you connect your smart thermostat to your Xfinity Home security and automation service, the privacy policy of the smart thermostat company will apply to the information it collects.

## THE PERSONAL INFORMATION WE COLLECT AND HOW WE COLLECT IT

To provide you with our Services, we collect your personal information. This can include information that does not personally identify you — such as device numbers, IP addresses, and account numbers. It may also include information that does personally identify you, such as your name, address, and telephone number. We call any information that identifies you "personally identifiable information" or "PII."

If you allow others to use your Comcast or Xfinity accounts or Services, we will also collect personal information about those individuals. If you are not a Comcast or Xfinity customer, but use our Services through someone else's account, we will collect information about you, but it may not identify who you are to us. We may also collect information about you from third parties<sup>④</sup>.

We collect this information to provide our Services, respond to your requests<sup>⑤</sup>, and to tailor our Services<sup>⑥</sup> to best meet your needs and interests.

### Learn more about the information we collect and to see examples

#### What We Collect

- **Account Information** — Information we use to identify who you are to maintain your account and Services
- **Analytics and Inferences** — Information related to your household, account, or your use of our Services, and our predictions about what you might like or not like
- **Billing Information** — Information including your financial transactions that are available on your billing statements and other payment receipts
- **Contact Information** — Information such as your full name and telephone number that we use to stay in contact with you
- **Demographic and Interest Information** — Information we obtain from other companies to better tailor our marketing and advertising services to you
- **Service Activity Information** — Information associated with your use of our Services

In some cases, California requires that we use different names to describe the categories of information that we collect. For more information about these categories, please see the Special Information Regarding California Residents' Privacy Rights, below.

#### How We Collect Personal Information

We collect personal information about you in several ways.

1. Directly from you when you create an account or interact with our customer service, such as:
  - Contact information, which may include your name, mailing address, email address, or telephone number
  - Login credentials for our Services, such as your username and password
  - Customer communications records, including records of calls and chats with our customer service representatives
  - Information that you provide when interacting with us on our social media pages, message boards, and other forums, including your username, profile pictures, and comments, as well as information you publicly share about us
  - Payment information, such as your credit/debit card or other financial account information
  - Your Social Security number
  - Your driver's license, state identification cards, or other forms of identification
  - Legal documents, such as documentation of the authority to act on behalf of another person
2. When you use or interact with our Services, such as:
  - Household and device video selection and viewing activity<sup>⑦</sup> when you use our Services
  - Voice commands and audio recordings made through voice activated devices that are part of the Services, such as the Voice Remote
  - Geolocation information on where you are at a specific point in time based on your service address to help us authenticate you<sup>⑧</sup> for certain services on our platform

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- IP addresses, device identifiers, and network equipment addresses when devices connect to our Services
  - Device and user activity information, including what you search and how long you use our websites and applications, using cookies and other technologies (Cookie Notice: <https://www.xfinity.com/privacy/policy/cookie/notice>)
  - Domain Name Server or "DNS" searches and network traffic activity when you use our Services, such as Xfinity Internet, Xfinity Mobile or Xfinity WiFi
  - Geolocation information that indicates where your device is at a specific point in time when you use Xfinity Mobile or enable that function in our mobile apps
  - General location information, such as the city or ZIP Code that correlates with the location of a WiFi service access point or with the license of your device IP address when you use Xfinity Internet or Xfinity WiFi
  - The quantity, technical configuration, type, features, call history, and amount of your use of voice services (known as Customer Proprietary Network Information or "CPNI")
  - Video and audio recordings (if you have turned these features on) when you use Xfinity Home security and automation
3. From third parties, such as:
- Credit reporting agencies that provide credit scoring, fraud protection, and other services
  - Landlords and property owners that provide contact and other information
  - Government entities that offer public records
  - Consumer data providers that offer demographic, interest, purchase, and other data that we use to tailor our marketing and communications to your interest
  - Social networks and other publicly available data, like Facebook
  - Online advertising companies who may share information about the marketing and advertisements you have seen or clicked on

## HOW AND WHEN WE USE INFORMATION, INCLUDING FOR MARKETING AND ADVERTISING

We use the information we collect to provide our Services and communicate with you. We also use it to improve our Services, develop new products and services, give recommendations, deliver personalized marketing and advertising for our own and others' products and services, investigate theft and other illegal activities, and to ensure a secure online environment.

We may combine information across our systems, platforms, and databases. This includes combining information we receive from third parties and information about your use of our Services. We may also combine information about your use of one Service with information we get from your use of another Service.

### Learn more about our uses of your information and to see examples

#### To Provide the Services

- Set up your account and account management
- Measure credit and payment risk
- Service delivery
- Bill and invoice
- Authenticate access to your account
- Management of the network and devices supporting our service and our systems, and other maintenance and operations
- Provide technical support
- Help with hardware and software upgrades for devices and systems

#### To Communicate with You

- Respond to your questions
- Personalize communications
- Send you service-related announcements

#### To Understand Your Use of and Make Improvements to Our Services

- Understand the use of our existing Services
- Identify and develop new products and services
- Create measurement and analytics reports for us and others

#### To Provide Recommendations and Deliver Relevant Advertising

- Market the Services
- Recommend movies or television shows to you
- Let you know which products and services we think may be of interest to you
- Help third-party advertisers and programmers deliver more relevant advertising on our Services and other services and platforms

#### To Investigate Theft or Other Illegal Activities and to Ensure a Secure Online Environment

- Detect the unauthorized use, or abuse of the Services
- Protect our customers from fraudulent, abusive, or unlawful use of the Services
- Protect our rights, our personnel, and our property
- Comply with applicable law

## WHEN AND WITH WHOM WE SHARE INFORMATION

We do not sell, and have never sold, information that identifies who you are to anyone. This includes your Internet usage information, video usage information, or call detail information.

We share personal information with others when it's needed to provide you with our Services. We also share personal information with others:

- When you direct us to do so, including to authorize other users on your account
- When required by law or to respond to legal process
- To protect our property or rights or the safety of our employees, our customers, or other individuals

If we share your personal information with other companies for their own marketing and advertising activities, we will first get your consent. This may be through opt-in or opt-out settings, depending on the type of personal information shared.

We may also share personal information that does not identify you with third parties for their own marketing and advertising purposes, which you can opt out of. This mainly occurs when you interact with our websites and mobile applications that contain third-party cookies or other advertising trackers. To learn more about this, please read our Cookies Policy (<https://www.xfinity.com/privacy/policy/cookie/notice>).

## **Learn more about when and with whom we share information**

### **The Comcast Family of Businesses**

If Comcast shares the personal information it collects about you with separate Comcast companies, such as NBCUniversal-branded companies, for their own marketing or advertising purposes, we will first give you the choice to opt out of or opt in to any sharing in the Xfinity Privacy Preferences Center. ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference))

### **Account Owners and Other Authorized Users**

We may share information about a customer's account and use of a Service to the primary account owner following appropriate authentication. The primary account owner may also allow others to see information on the account.

### **Service Providers**

To provide and support the Services, sometimes we use other companies as service providers to transmit, collect, process, or store information for us. We require these service providers to treat the information we share with them as confidential and to use it only for providing their services to us. These include:

- **Billing and collection providers**, such as payment processors and organizations that assist us in assessing your credit and payment status
- **Accounting, auditing, and tax providers**
- **Insurance providers**
- **Professional services providers**, such as firms that provide consultative services, assist with improving our programming, provide legal services, or supply project-based resources and assistance
- **Analytics services**, including entities that analyze traffic to and on our websites, analyze how our Services are used, and assist with identifying and communicating with potential customers
- **Marketing, advertising, and sales** entities that assist us in creating and executing marketing and advertising programs, including printing, mailing, and electronic communications services
- **Security providers**, such as entities that assist with security incident verification and response, service notifications, fraud prevention, identity management, and authentication
- **Information technology providers**, such as entities that assist with website design, hosting, and maintenance, data and software storage, and network operations
- **Customer service support**, including services related to our call centers, installation, maintenance, and repair services

### **Third Parties**

We do not sell, and have never sold, information that identifies<sup>①</sup> who you are to anyone. Although permitted by federal law, we do not disclose your name and address to non-governmental entities, such as charities or businesses, for their own marketing purposes.

Sometimes, you may ask us to share information that personally identifies you<sup>①</sup> with another company<sup>①</sup>. In that instance, we will make sure you give us clear direction about what you want us to share and with whom, before we share that information.

Other sharing with third parties can include:

#### **Social Media Companies**

You may interact with parts of our Services that cause information to be published to your social networks. For example, you may click on a Facebook "like" button, which publishes to your Facebook account that you "like" one of our Services. On those parts of our websites with social network functionality, a social network may be able to collect information about you. For example, if a page contains a Facebook "like" button, Facebook may be able to collect data about your visit to that page, even if you don't click on the "like" button. To control this sharing of information, please review the privacy policy of the relevant social network and/or sign out of it before you use our Services.

#### **Online Advertising Partners**

We may use cookies to deliver personalized advertising to you when you visit other websites, including advertising based on the products and services you viewed on our Services. We also allow our partners, including advertisers and service providers, to use cookies and similar tracking technologies when you use our Services. For more information about the use of cookies and other technologies on our online Services, please see the Cookies Policy (<https://www.xfinity.com/privacy/policy/cookie/notice>).

#### **Audience Measurement and Analytics Companies**

We work with business partners to help us measure and analyze how our customers are using our Services. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our Services, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online. Our business partners may compile this information into reports with aggregated and anonymous statistics that are then made commercially available (for example, a ratings report that indicates what percentage of viewers watched a particular program live vs. on-demand).

#### **Public Safety Authorities**

If you have our Xfinity Voice service, Comcast will disclose your name and contact information to public safety authorities such as 911/E911 and related emergency services.

#### **Directory Services, Assistance, and Caller ID**

Your name, address, and telephone number may be sent to publishers to be printed in directories and posted in online directories. Once that information is printed or posted online, it is outside of our control and may be sorted or repackaged and made available again in different formats by anyone, including data aggregators, for a variety of purposes, including marketing. For a fee, you can choose to have a nonpublished number, which means that Comcast will not provide your name, address, and telephone number for publishing in the phone book and online directories. You can also choose to have a published number, but choose the "omit address feature," which means we will not provide your street address for publishing in the phone book and online directories. If initiating service online, select "non-published" option, otherwise call 1-800-XFINITY to sign up.

We may also make your number, name, and address available to directory assistance (411) providers. If you have a nonpublished number, Comcast will not make your number available through directory assistance. Comcast may still share your name and address with the 411 provider when specified by law (but the provider is not authorized to share your non-published number).

Please note: While the non-published feature will keep your name, address, and telephone number out of printed and online directories over which Comcast exercises control, even a non-published phone number may exist in databases not controlled by Comcast – if, for example, your present telephone number or address was previously published under your name, or if you provided this information to businesses or government agencies. One way to help protect your privacy may be to request assignment of a new telephone number (with which your name has not previously been associated). You may also want to activate Caller ID Blocking or select the do-not-call option.

Caller ID provides your name and telephone number to the person you are calling – even if you have a nonpublished number. Per Line Caller ID Blocking will automatically block Caller ID for all calls you make from your registered telephone number and can be activated by calling 1-800-XFINITY. Per Call Caller ID Blocking will block name and number on a per-call basis and can be activated by dialing \*86 before each call you want to block.



### **Potential Purchasers of our Business**

If we enter into a potential or actual merger, acquisition, or sale of all or a portion of our assets, then information about you and your subscription will, in most cases, be shared or transferred as part of the transaction. This includes information that personally identifies you. If this Policy will be changed as a result of such a transaction, you should refer below under "Changes to this Privacy Policy."

### **Government Entities When Required by Law or To Protect Comcast and Others**

There are times when we may be required by law to disclose information about you to third parties. This may happen with or without your consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

If you subscribe to our Xfinity Video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act requires that you be given the opportunity to appear in a court proceeding to contest any claims made in support of the court order, and the governmental entity must offer clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. For more information, see "Your Rights and Our Limitations Under Federal Laws."

If you subscribe to the Xfinity Internet, Voice, Mobile, or Home security and automation Services, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a subpoena, court order, or search warrant, depending on the type of information sought. We are usually prohibited from notifying you of any such disclosures by the terms of the legal process.

A non-governmental entity, such as a civil litigant, can seek information that personally identifies you or your use of the Xfinity Video, Internet, or Voice Services only pursuant to a court order, and we are required by the Cable Act to notify you of such court order. If Comcast is required to give information that personally identifies you to a private third party in response to a civil court order for these or other Services, we will notify you prior to making such disclosure unless legally prohibited from doing so.

We may also disclose information that personally identifies you as permitted by law and without your consent when it is necessary to protect our customers, employees, or property; in emergency situations; or to enforce our rights under our terms of service and policies.

## **HOW WE PROTECT YOUR INFORMATION**

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of any personal information we collect and maintain. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your personal information seriously, no security measures are 100% effective and we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information. Comcast also takes additional steps to increase the security and reliability of customer communications. We do not read your outgoing or incoming email, file attachments, video mail, private chat, or instant messages. However, we (along with our service providers) use software and hardware tools to help prevent and block "spam" emails, viruses, spyware, and other harmful or unwanted communications and programs from being sent and received over Comcast.net email and the Comcast Services. To help protect you and the Services against these harmful or unwanted communications and programs, these tools may automatically scan your emails, video mails, instant messages, file attachments, and other files and communications. We do not use these tools for marketing or advertising.

## **HOW LONG WE KEEP YOUR INFORMATION**

We keep your personal information for different lengths of time depending on the type of information and the business and legal requirements. For example, if you are a customer, we keep information that personally identifies you as long as you subscribe to one or more of our Services. If you no longer subscribe to a Service, we still may need that information for business and legal requirements, such as to protect against fraud, calculate taxes, or respond to legal requests. Other information is deleted automatically after a set period of time, often set by law, unless we are legally required to hold it longer, such as for pending litigation. We destroy, de-identify, or anonymize the information when it is no longer needed in identifiable form.

## **THE CHOICES YOU HAVE TO CONTROL OUR USE OF PERSONAL INFORMATION**

You have many choices about how we communicate with you and how we use or share your information. You can manage these settings in the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)). If you change your mind, you can update your preferences anytime.

### **Learn more about your privacy choices**

For your convenience, we have created the Xfinity Privacy Preferences Center where you can manage:

- your account communications and notifications
- your marketing calls, texts, and direct mail preferences
- your preference for door-to-door sales calls
- promotional or commercial emails Comcast may send to you
- personalized advertising for third-party products and services based on your interests

You can review your options, get more information about the types of marketing activities you can opt out of, and make your choices. If you change your mind, you can return any time to update your preferences. Some of the selections are tied to customer accounts and may require you to sign into your Xfinity My Account.

We understand that sometimes you may want to speak to a Comcast representative who can assist you with your choices. You can contact Comcast at [1-800-XFINITY](tel:1-800-XFINITY) and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list.

## **HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS**

Part of our commitment to transparency includes giving our customers access to the personally identifiable information we have about them. If you subscribe to Xfinity Services, you have the ability to see and correct your personally identifiable information through the My Account or Xfinity Home portals.

If you are a California resident, you may have additional rights described in the "Special Information Regarding California Residents' Privacy Rights" section of this Privacy Policy.

### **Learn more about how to access personally identifiable customer information**

If you subscribe to an Xfinity Service, you may correct or update information by visiting the My Account portal or by contacting us as described below. If you are an Xfinity Home customer, you can visit the subscriber portal at [xfinity.com/xhportal](http://xfinity.com/xhportal) anytime. We will correct our records once we have verified that the changes you request are proper.

If you subscribe to Xfinity TV, Internet, or Voice services and would like to see your own personally identifiable information, other than your customer proprietary network information ("CPNI"), you may do so at your local Comcast office. To do so, please contact us by email at [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com) or by phone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment during regular business hours. You will need to have proper identification and will only be able to see the personally identifiable information in your account and no other account.

If you make a written request for a copy of your Xfinity Voice or Mobile CPNI, we will provide you with the relevant information we have by mailing it to your account address, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our Xfinity Voice and Mobile Services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only

from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by us.

Comcast reserves the right to charge you for the reasonable cost of retrieving and photocopying any information or documents that you request, where permitted by law.

## YOUR RIGHTS AND OUR LIMITATIONS UNDER FEDERAL LAWS

The federal Cable Act imposes limitations on our collection and sharing of information that personally identifies you when you subscribe to Services that use the facilities of the Comcast cable system. The Communications Act imposes restrictions on our use and sharing of CPNI when you use Services that are deemed telecommunications services.

### Learn more about your rights and our limitations under federal laws

#### **The Cable Act and Personally Identifiable Information**

This Privacy Policy is designed to comply with Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act"). The Cable Act permits Comcast to use the cable system to collect personally identifiable information about you. Personally identifiable information is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. We may collect personally identifiable information when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect personally identifiable information about you for additional purposes with your prior written or electronic consent. The Cable Act also permits Comcast to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your opt-out consent. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities as described in this Policy.

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly at [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com) in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

This Privacy Policy neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

#### **The Communications Act and CPNI**

Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, including Xfinity Voice and Mobile Services, and the information about those services contained on your bills for those Services. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, or telephone number, which is defined by the Communications Act as "subscriber list information." However, that information is otherwise considered personally identifiable information.

If you are a customer of Xfinity Voice or Mobile Service, or another Service that is subject to these requirements, you have the right, and Comcast has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI. In addition, the FCC's rules provide additional privacy protections and choices regarding use and sharing that are specific to our Voice and Mobile service that we describe in this Policy.

## SPECIAL INFORMATION REGARDING CALIFORNIA RESIDENTS' PRIVACY RIGHTS

The California Consumer Privacy Act of 2018 ("CCPA") provides California residents with rights to receive certain disclosures regarding the collection, use, and sharing of "Personal Information," as well as rights to access, delete, and restrict the sale of certain Personal Information we collect about them. You may submit a request to exercise these rights by visiting <https://www.xfinity.com/privacy/requests> or calling us at 1-844-963-0138. The CCPA defines "Personal Information" to mean "information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household." If you are a California resident, you have a right not to receive discriminatory treatment for the exercise of the privacy rights conferred by the CCPA.

Residents of the State of California also have the right to request information regarding third parties to whom the company has disclosed certain categories of personal information during the preceding year for the third parties' direct marketing purposes under California's "Shine the Light" law (Cal. Civ. Code §1798.83). Personal information under this California law means "any information that when it was disclosed identified, described, or was able to be associated with an individual." We do not disclose this type of personal information to third parties for their own purposes and we permit you to opt out of any disclosures of non-identifiable personal information. However, if you are a California resident and would like to inquire further, please email [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com).

We do not knowingly allow others to collect personally identifiable information about your online activities over time and across third-party websites when you use our online Services. Because definitions and rules for a "Do Not Track" standard have not yet been established, including whether such signals must be user-enabled, Comcast does not yet respond to "Do Not Track" signals sent from browsers. For more information about cookies and other online tracking technologies, please visit our Cookie Notice (<https://www.xfinity.com/privacy/policy/cookie/notice>); to manage your preferences, please visit the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)).

### Learn more about your rights if you are a California resident and how to exercise them

#### **Collection and Use of Personal Information**

The general section of this Privacy Policy describes the types of personal information we collect, how we collect it, and how we use it in categories that are easy to understand. The CCPA requires us to disclose the personal information we have collected about consumers in the past 12 months in the following categories. Some of the categories include very different types of information within the same category. As a result, how we use and how long we keep the information within each category will vary<sup>①</sup>, and not all types of information within the same category will be used for all the purposes listed.

### **① DEFINITIONS, EXAMPLES & MORE INFORMATION**

Categories	Examples	Collected or Created	Source	Purpose of collection and use
Identifiers	Name, alias, postal address, unique personal identifier, online identifier, Internet protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers	Yes	Directly from you when you provide it to us, such as when you create an account  From our systems when we generate the information and assign it to you, such as your account number or your IP address	To offer or provide our Services  To make improvements to our existing Services and create new products, services, or features  To provide marketing and advertising  To personalize our Services



Categories	Examples	Collected or Created	Source	Purpose of collection and use
<b>Additional categories of information listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).</b>	A name, signature, Social Security number, physical characteristics or description, address, telephone number, driver's license or state identification card number, education, employment, bank account number, credit card number, debit card number, or any other financial information. Some personal information included in this category may overlap with other categories	Yes	Directly from you when you provide it to us, such as when you create an account or pay for your Services  From third parties who make inferences regarding your household, such as the education level	To offer or provide our products and Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
<b>Protected classification characteristics under California or federal law</b>	Age (40 years or older), national origin, marital status, gender, veteran or military status	Yes	Directly from you when you provide it to us, such as when you sign up for an offer for veterans  From third parties who make inferences regarding your household, such as marital status or the age ranges of people within your household	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
<b>Commercial information</b>	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	Yes	From you when you complete transactions with us  From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
<b>Biometric Information</b>	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data	Yes	From our systems when you opt in to certain features of our Services, such as Xfinity Home security, that may collect information and generate inferences about physical patterns to deliver Services and applicable features that you have selected	To provide our Services To make improvements to our existing Services and create new products, services, or features
<b>Internet or other electronic network activity information</b>	Browsing history, search history, and information regarding your interaction with an internet website, application, or advertisement	Yes	From our systems when you use or interact with our Services  From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To personalize our Services and to provide marketing and advertising, when you use our websites like Xfinity.com or ComcastBusiness.com or apps (see our Cookie Notice). Such information is not collected from our broadband network through the provision of Xfinity Internet or Xfinity Mobile
<b>Geolocation data</b>	Precise physical location or movements	Yes	From our systems when you use or interact with Services that collect this information, such as Xfinity Mobile or the Xfinity Mobile apps and websites	To provide our Services To make improvements to our existing Services To personalize our Services and to provide marketing and advertising, when such information is not collected from our provision of Xfinity Internet or Xfinity Mobile
<b>Sensory data</b>	Audio, electronic, visual, thermal, olfactory, or similar information	Yes	From our systems when you opt in to certain features of products and services that may collect information and generate inferences about physical patterns, such as Xfinity Home security features or when you use the X1 Voice Remote to deliver Services and applicable features that you have selected	To provide our Services To make improvements to our existing Services and create new products, services, or features
<b>Inferences drawn from other personal information</b>	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes	Yes	From our systems through a series of computer processes	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services

#### Disclosures to Third Parties for a Business Purpose

We limit disclosures of Personal Information for business purposes to service providers, as described above.

#### Sale of Personal Information and Right to Opt Out

The CCPA requires companies to include certain disclosures including "Do Not Sell My Info" links on their websites and mobile applications. We do not sell information that identifies who you are to anyone. To opt out of the sale or sharing of non-identifying information, please visit the Xfinity Preferences Page ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)). Please

note that your right to opt out does not apply to our sharing of data with service providers, with whom we work and who are required to use the data only on our behalf.

Categories	Examples	Categories of Third Parties to Whom PI was "Sold"
<b>Identifiers</b>	Unique personal identifier, online identifier, internet protocol address, or other similar identifiers	Affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies
<b>Internet or other electronic network activity information</b>	Information regarding your interaction with an internet website, application, or advertisement	Affiliates, advertising networks, data analytics providers, social networks, and audience measurement companies

#### Right to Know and Right to Request Deletion of Information

California residents have the right to request that we disclose what personal information we collect, use, and sell, as well as the right to request that we delete certain personal information that we have collected from you. To start this process, go to <https://www.xfinity.com/privacy/requests>. For your security and to ensure unauthorized third parties do not access your personal information, we will require you to verify your identity before we can act on your request. If you are a current customer or still have access to your Xfinity My Account, you will be required to authenticate through your Xfinity account. If you do not have an account with us, you will be required to provide an email address and mobile phone number to start the verification process. You may also be required to provide a qualified government-issued photo identification. If you are asking for access on behalf of someone else, we will require verification of your identity, as well as proof of authorization by the individual whose personal information you wish to access.

There may be information we will not return in response to your access request, such as information that would affect the privacy of others or interfere with legal requirements. Similarly, there may be reasons why we cannot comply with your deletion request, such as the need to keep your personal information to provide you service or to fulfill a legal obligation.

#### Right to Information Regarding Participation in Data Sharing for Financial Incentives

We may run promotions from time to time and ask you to share personal information with us in exchange for discounts. For example, we may offer a one-time discount if consumers sign up for our email marketing list. We will always give you clear notices about these types of programs when you sign up, and participation is always voluntary. If you change your mind, you will always be able to opt out, and if you don't participate, you will still be able to use our Services.

#### How to Submit a Request

You may submit a request to exercise your rights by:

- (1) Visiting <https://www.xfinity.com/privacy/requests>.
- (2) Calling us at 1-844-963-0138.

### CHANGES TO THIS PRIVACY POLICY

We may change this Privacy Policy over time as our business needs and those of our customers change. If we make material changes to this Privacy Policy that increase our rights to use personal information that we have previously collected about you, we will notify you through written, electronic, or other means so that you can make any necessary decisions about your ongoing use of our Services.

### HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

- **Send Us a Message:** [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com)

Be sure to include your name and address, your Comcast account number, and a daytime telephone number where we can reach you.

### MORE INFORMATION ABOUT SOME OF THE TERMS AND PHRASES USED IN THE POLICY

Below you can find illustrative examples and more information about the terms used in the policy that have ⓘ next to them.

**Personal Information:** Includes any information that is linked or reasonably linkable to you or your household.

**Xfinity products, services, networks and platforms:** This includes the Xfinity-branded products and services and other Comcast services that link to this Privacy Policy, including: Xfinity® TV & Streaming, Xfinity Internet, xFi and Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, Xfinity Wi-Fi service, Xfinity Home, Xfinity Mobile, Xfinity Flex.

**Comcast-branded products and services:** This includes Comcast services such as Effectv and Comcast Business Services, which are part of Comcast Cable.

**Third parties:** Third parties are other companies that collect or maintain information about you and share it with us, such as credit bureaus who share information with us when you sign up for service and consent to a credit check.

**Respond to your requests:** In order to provide better customer service, we keep track of when you contacted us, what the issue was and what is the best way to get in contact with you.

**Tailor our services:** We collect data from third parties to better understand your interests and provide personalized offers.

**Video selection and viewing activity:** When you use the video services we directly provide, such as Xfinity TV and the Xfinity Stream App, we know what video selection you made in order to deliver it to you. When you access content from third-party applications on the X1 or Flex platform, we will only know that you accessed that application, not what you do within it.

**To help us authenticate you:** Some of our services can only be provided in certain geographic areas and require us to know that you are physically located at your service address in order to use them or access information.

**DNS:** The address book of the Internet is known as DNS, or Domain Name System. It's how people navigate the Internet. Millions of Comcast customers look up billions of addresses online every day. We delete the DNS queries generated by our Internet customers every 24 hours except in very specific cases where we need to research a security or network performance issue, protect against security threats, or comply with a valid legal request. You may decide to keep that information in your account longer when you enable certain features, such as our advanced security services that allow you to see the websites that are blocked for up to 30 days. But we've never used that data for any sort of marketing or advertising – and we have never sold it to anyone.

**Network traffic activity:** Where you go in the Internet is your business, not ours. We de-identify our customer's network traffic activity within 24 hours and then only use that de-identified information to study our network data to assess how the network is performing, understand trends, stay ahead of capacity demands, and build, test, and improve our products and services. We do that with only a small sample of network data that is aggregated and never identifiable to any customer.

**Xfinity Mobile:** We don't sell, and have never sold, your location data when you use our Xfinity Mobile service.

**Mobile apps:** If you are using a mobile device to access our Services, we may need to know the location of your mobile device or other device in which you have installed one of our applications for certain functionality, such as connecting you to a nearby Xfinity WiFi Hotspot. We will request your consent to collect and use precise geolocation information before we do so. You can prohibit the collection of this information through your device's settings (see "Your Choices"), but doing so may limit certain functions and features of our Services.

**Demographic:** Information like gender, age, and census records.

**Interest:** Information that indicates your interest in things like sports, travel, or cooking.

**Purchase:** Information from loyalty program or public records.

**Facebook:** If you interact with our Services on a device through which you also interact with social networks or if you interact with us through a social media function such as a plug-in (for example, a Facebook "like" button) then you may be permitting us to have on-going access to some information from your social network profile (such as your name, email address, your friend list, photo, age, gender, location, birthday, social networking ID, current city, the people/sites you follow, and so forth). If you don't want a social network to collect the information about you as described above, or you don't want a social network to share it with us and other third parties, please review the privacy settings and instructions of the applicable social network before you interact with our Services.

**Measurement and analytics reports for us and others:** We and service providers who work on our behalf may combine and use data from our business records – including account information, video activity data, and other usage data – with data from third parties to create measurement and analytics reports. These reports are de-identified or aggregated and do not contain any information that personally identifies you.

We use these reports for many of the purposes described in the Privacy Policy, such as for improving the Services, creating and delivering more personalized advertising on behalf of Comcast and other third parties, determining whether and how an advertiser's messages are viewed, and analyzing the effectiveness of certain advertisements on the Comcast Services and other platforms and services. We also use these reports to work with academic or research groups, and for other uses that help us develop and fund improvements in services and infrastructure. We may share these reports with programmers, advertisers, or others. To learn about the choices you have with respect to our use of your information for these purposes, visit the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/manage-preference](http://www.xfinity.com/privacy/manage-preference)).

**Opt-in or opt-out settings:** For example, if we share personal information that does not personally identify you with others for their own use, we will first give you the choice to opt out of such sharing. In other instances, you may want us to share your name, physical address, or email address with another company, such as when you are signing up for a third-party service through our X1 or Flex Platform. In that instance, we will make sure you give us clear direction to do so, before we pass that information on.

**Identifies you:** We may share de-identified or aggregate information that in no way identifies you with third parties when those third parties commit to not re-identify that information or share it with others who may attempt to do so, including for academic and other research.

**Information that personally identifies you:** Personally identifiable information includes things like your name, phone number, physical address, or email address.

**Another company:** For example, when you are signing up for a third-party service through our X1 or Flex Platform, you may ask us to share contact information to help you register or log on. Or if you were interested in a product you saw advertised on television and wanted to share your contact information so that the product provider could send you more information, we might present that option to you.

**Vary:** For example, the CCPA puts name and social security number in the same category. We may use your name to send you marketing materials for our products, but we will not use your Social Security Number for marketing or advertising.



## CITY OF MANCHESTER

*Board of Aldermen*

### MEMORANDUM

To: Kevin Cavanaugh, Chairman of Committee on Community Improvement  
Members, Committee on Community Improvement

From: Alderman Ross Terrio *LM for RT*

Date: February 1, 2021

Re: Traffic Light Request – Intersection of Cilley Road and Jewett Street

The intersection of Cilley Road and Jewett Street is heavily travelled and presently controlled by stop signs only. The City of Manchester has determined that the intersection should have traffic lights.

I am requesting that this request be put on the CIP list and installed when funding becomes available.

Thank you for your consideration.

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY2021 Community Improvement Program, authorizing and appropriating funds in the amount of One Hundred Thousand Dollars (\$100,000) for the FY 2021 CIP 213721 FEMA & State Funds to Support COVID Vaccination Efforts.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2021 CIP as contained in the 2021 CIP budget; and

WHEREAS, the 2021 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to allocate FEDERAL funding from FEMA to provide one-time funding to support the costs associated with paying for vaccinators for clinics, food during clinics and clinic planning;

NOW, THEREFORE, be it resolved that the 2021 CIP be amended as follows:

**By adding:**

FY 2021 CIP 213721 FEMA & State Funds to Support COVID Vaccination Efforts - \$100,000  
FEDERAL

Resolved, that this Resolution shall take effect upon its passage

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY2019 Community Improvement Program, authorizing and appropriating funds in the amount of Thirty Five Thousand Dollars (\$35,000) for the FY 2019 CIP 212719 Oral Health Program.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2019 CIP as contained in the 2019 CIP budget; and

WHEREAS, the 2019 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to allocate additional STATE funding from the State of New Hampshire Department of Health and Human Services to provide funding to support the Oral Health Program;

NOW, THEREFORE, be it resolved that the 2019 CIP be amended as follows:

**By increasing:**

FY 2019 CIP 212719 Oral Health Program—\$35,000 STATE

Resolved, that this Resolution shall take effect upon its passage

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY 2021 Community Improvement Program, authorizing and appropriating funds in the amount of Two Thousand Eight Hundred and Four Dollars and Seventy Five Cents (\$2,804.75) for the FY2021 CIP 812021 HMIS Reporting.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2021 CIP as contained in the 2021 CIP budget; and

WHEREAS, the 2021 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to allocate a portion of unprogrammed ESG funds to be used for the training and support of the Homeless Information Management System required by the Hearth Act;

NOW, THEREFORE, be it resolved that the 2021 CIP be amended as follows:

By increasing:

CIP 812021 2018 HMIS Reporting- \$2,804.75 ESG

Resolved, that this Resolution shall take effect upon its passage.



# *City of Manchester* *New Hampshire*

*In the year Two Thousand and Twenty One*

## **A RESOLUTION**

“Amending the FY 2021 Community Improvement Program, transferring, authorizing and appropriating funds in the amount of Twelve Thousand Dollars (\$12,000) for FY2021 CIP # 811621 CARES Act Support Fund – Public Service/Capital Improvement Activities.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2021 CIP as contained in the 2021 CIP budget; and

WHEREAS, the 2021 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to transfer unused balance of CIP#212821 Summer Outreach Program to CIP 811621 CARES Act Support Fund – Public Service/Capital Improvement;

NOW, THEREFORE, be it resolved that the 2021 CIP be amended as follows:

**By decreasing:**

FY 2021 CIP 212821 Bring It Summer Outreach Program - \$12,000 CDBG-CV

**By increasing:**

FY 2021 CIP 811621 CARES Act Support Fund – Public Service/Capital Improvement Activities - \$12,000 CDBG-CV

Resolved, that this Resolution shall take effect upon its passage

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY 2004 & 2019 Community Improvement Program, authorizing, appropriating, and transferring funds in the amount of Twelve Thousand Four Hundred Fifty Four Dollars (\$12,454) for the FY 2019 CIP 711019 FY19 Deferred Maintenance Schools.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the FY 2004 & 2019 CIP as contained in the FY 2004& 2019 CIP budget; and

WHEREAS, the 2004 & 2019 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to effect the following transfers between Public Works - Parks, Recreation & Cemetery and Facilities administered projects;

NOW, THEREFORE, be it resolved that the FY 2004 & 2019 CIP be amended as follows:

**By decreasing:**

FY 2004 CIP 511404 Clem Lemire Sports Complex-Memorial High School - \$12,454 BOND

**By increasing:**

FY 2019 CIP 711019 FY19 Deferred Maintenance Schools - \$12,454 BOND

Resolved, that this Resolution shall take effect upon its passage

**To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Community Improvement respectfully recommends, after due and careful consideration, that the amending resolution and budget authorization providing for the acceptance and expenditure of funds in the amount of \$2,804.75 for CIP 812021 HMIS Reporting be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand", with a stylized flourish at the end.

Clerk of Committee



# CITY OF MANCHESTER

## PLANNING AND COMMUNITY DEVELOPMENT

Planning and Land Use Management  
Building Regulations  
Community Improvement Program  
Zoning Board of Adjustment

Leon L. LaFreniere, AICP  
Director

Pamela H. Goucher, AICP  
Deputy Director - Planning & Zoning

Michael J. Landry, PE, Esq.  
Deputy Director - Building Regulations

### MEMORANDUM

To: Alderman Kevin Cavanaugh,  
Chairman, CIP Committee

From: Leon L. LaFreniere, AICP  
Director, Planning and Community Development

Date: January 19, 2021

Re: CIP 812021 HMIS Reporting

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Attached we have submitted for the Committee's consideration an amending resolution that adds \$2,804.75 of ESG. The funds are required to reimburse the City's contractor for services associated with required HUD data collection.

Respectfully, I request that the Committee recommend the acceptance of this Amending Resolution and Budget Authorization Form to the full Board.

**CIP BUDGET AUTHORIZATION**

CIP#: 812021

Project Year: 2021

CIP Resolution: 6/9/2020

Title: HMIS Reporting

Amending Resolution: 2/16/2021

Administering Department: Planning &amp; Community Development

Revision: #1

Project Description: To provide training and support for the Homeless Information Management System (HMIS) required by the  
Hearth Act.

**Federal Grants**

Federal Grant: Yes

**Environmental**

Review Required: Yes

Grant Executed:

Completed:

**Critical Events**

1.	Project Initiation	10/20/2020
2.	Project Completion	6/30/2021
3.		
4.		
5.		
		6/30/2021

**Line Item Budget**

	ESG			TOTAL
Salaries and Wages	\$0.00	\$0.00	\$0.00	\$0.00
Fringes	\$0.00	\$0.00	\$0.00	\$0.00
Design/Engineering	\$0.00	\$0.00	\$0.00	\$0.00
Planning	\$0.00	\$0.00	\$0.00	\$0.00
Consultant Fees	\$0.00	\$0.00	\$0.00	\$0.00
Construction Admin	\$0.00	\$0.00	\$0.00	\$0.00
Land Acquisition	\$0.00	\$0.00	\$0.00	\$0.00
Equipment	\$0.00	\$0.00	\$0.00	\$0.00
Overhead	\$0.00	\$0.00	\$0.00	\$0.00
Construction Contracts	\$0.00	\$0.00	\$0.00	\$0.00
Other	\$5,950.75	\$0.00	\$0.00	\$5,950.75
<b>TOTAL</b>	<b>\$5,950.75</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$5,950.75</b>

**Revisions:** #1- increases budget by \$2,804.75 (from \$3,146 to \$5,950.75) using unprogrammed ESG funds

**Comments:** Authorization of ESG funds is contingent upon HUD grant execution.

Planning Department/Startup Form - 07/1/20

**\$3,146.00**



*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY 2021 Community Improvement Program, authorizing and appropriating funds in the amount of Two Thousand Eight Hundred and Four Dollars and Seventy Five (\$2,804.75) for the FY2021 CIP 812021 HMIS Reporting.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2021 CIP as contained in the 2021 CIP budget; and

WHEREAS, the 2021 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to allocate a portion of unprogrammed ESG funds to be used for the training and support of the Homeless Information Management System required by the Hearth Act;

NOW, THEREFORE, be it resolved that the 2021 CIP be amended as follows:

By increasing:

CIP 812021 2018 HMIS Reporting- \$2,804.75 ESG

Resolved, that this Resolution shall take effect upon its passage.

## **To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Community Improvement respectfully recommends, after due and careful consideration, that the amending resolution and budget authorizations providing for the transfer and expenditure of funds in the amount of \$12,000 from CIP 212821 Summer Outreach Program to CIP 811621 CARES Act Support Fund-Public Services/Capital Improvements be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand". The signature is fluid and cursive, with a long horizontal stroke at the end.

Clerk of Committee



# CITY OF MANCHESTER

## PLANNING AND COMMUNITY DEVELOPMENT

Planning and Land Use Management  
Building Regulations  
Community Improvement Program  
Zoning Board of Adjustment

Leon L. LaFreniere, AICP  
Director

Pamela H. Goucher, AICP  
Deputy Director - Planning & Zoning

Michael J. Landry, PE, Esq.  
Deputy Director - Building Regulations

### MEMORANDUM

To: Alderman Kevin Cavanaugh,  
Chairman, CIP Committee

From: Leon L. LaFreniere, AICP  
Director, Planning and Community Development

Date: January 25, 2021

Re: CIP #212821 Bring It – Request to Reprogram Funding

---

The Planning and Community Development Department respectfully requests that the \$12,000 of CARES Act funding (CDBG-CV) allocated to the CIP #212821 Bring It program be transferred into CIP #811621 CARES Act Support Fund – Public Service/Capital Improvements to support future projects/programs.

This project was approved on 8/4/2020, a Subrecipient Agreement was forwarded to Manchester School District (MSD) on 9/9/2020 and since that time (MSD) has not executed the Subrecipient Agreement or expressed any interest in moving forward with this initiative. Since May 2020, Planning Staff has notified MSD by mail and e-mail on several occasions that the funding would be reprogrammed if a Subrecipient Agreement was not executed. To date, MSD has not responded.

We have prepared the appropriate CIP Amending Resolution and Budget Authorization Forms necessary to take this action in the event that the Committee and the Board of Mayor and Aldermen approve this request.

### CIP BUDGET AUTHORIZATION

CIP#: <input style="width: 80%;" type="text" value="212821"/>	Project Year: <input style="width: 80%;" type="text" value="2021"/>	CIP Resolution: <input style="width: 80%;" type="text" value="6/9/2020"/>
Title: <input style="width: 80%;" type="text" value="Summer Outreach Program"/>	Amending Resolution: <input style="width: 80%;" type="text" value="2/16/2021"/>	
Administering Department <input style="width: 80%;" type="text" value="Bring It!"/>	Revision: <input style="width: 80%;" type="text" value="#1-Closeout"/>	

Project Description: BRING IT! Is expanding services to include a new summer program to keep vulnerable student populations engaged, motivated and prepared for the upcoming school year. This new program was developed in direct response to the COVID-19 pandemic and the move to online instruction in the Manchester school district."

<b>Federal Grants</b>	Federal Grant: <input style="width: 80%;" type="text" value="Yes"/>	<b>Environmental</b>	Review Required: <input style="width: 80%;" type="text" value="Yes"/>
	Grant Executed: <input style="width: 80%;" type="text"/>		Completed: <input style="width: 80%;" type="text" value="Yes"/>

#### Critical Events

1.	<input style="width: 95%;" type="text" value="Project Initiation"/>	<input style="width: 95%;" type="text" value="8/4/2020"/>
2.	<input style="width: 95%;" type="text" value="Project Completion"/>	<input style="width: 95%;" type="text" value="6/30/2021"/>
3.	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
4.	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
5.	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
		<input style="width: 95%;" type="text" value="6/30/2021"/>

#### Line Item Budget

	<input style="width: 95%;" type="text" value="CDBG-CV"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="TOTAL"/>
Salaries and Wages	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Fringes	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Design/Engineering	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Planning	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Consultant Fees	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Construction Admin	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Land Acquisition	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Equipment	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Overhead	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Construction Contracts	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
Other	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>
<b>TOTAL</b>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>	<input style="width: 95%;" type="text" value="\$0.00"/>

**Revisions:** #1-Decrease budget from \$12,000 to \$0 and transfer the \$12,000 to CIP #811621. Close the project.

**Comments** \$12,000 transferred from CIP #811621.

**CIP BUDGET AUTHORIZATION**

CIP#: 811621

Project Year: 2021

CIP Resolution: 6/9/2020

Title: CARES Act Support Fund - Public Service/Capital Improvements

Amending Resolution: 2/16/2021

Administering Department: Planning &amp; Community Development

Revision: #2

Project Description:

Funding to be distributed to non-profits and City Departments for activities which are necessary to prepare, prevent or respond to the Coronavirus. Program activities might include but not be limited to the following: operating support for additional costs attributed to the Coronavirus; testing or diagnosis at a fixed or mobile location; meal delivery to quarantined individuals; and equipment, supplies or other materials necessary to carry-out a public service.

**Federal Grants**

Federal Grant: Yes

**Environmental**

Review Required: Yes

Grant Executed: Yes

Completed: Yes

**Critical Events**

1.	Program Initiation	7/7/2020
2.	Program Completion	9/30/2022
3.		
4.		
5.		
		9/30/2022

**Line Item Budget**

	CDBG-CV	CDBG-CV3		TOTAL
Salaries and Wages	\$0.00	\$0.00	\$0.00	\$0.00
Fringes	\$0.00	\$0.00	\$0.00	\$0.00
Design/Engineering	\$0.00	\$0.00	\$0.00	\$0.00
Planning	\$0.00	\$0.00	\$0.00	\$0.00
Consultant Fees	\$0.00	\$0.00	\$0.00	\$0.00
Construction Admin	\$0.00	\$0.00	\$0.00	\$0.00
Land Acquisition	\$0.00	\$0.00	\$0.00	\$0.00
Equipment	\$0.00	\$0.00	\$0.00	\$0.00
Overhead	\$0.00	\$0.00	\$0.00	\$0.00
Construction Contracts	\$0.00	\$0.00	\$0.00	\$0.00
Other	\$12,705.00	\$0.00	\$0.00	\$12,705.00
<b>TOTAL</b>	<b>\$12,705.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$12,705.00</b>

**Revisions:**

Revision #1 - Decreases CDBG-CV budget \$145,782 from \$146,487 to \$705 and transfers funds to the following: CIP #212321 - \$12,410, CIP #212421 - \$50,000, CIP #212521 - \$27,000, CIP #212621 - \$15,000, CIP #212721 - \$25,000, CIP #212821 - \$12,000, CIP #212921 - \$4,372. Revision #2-Increase budget \$12,000 (from \$705 to \$12,705) transferred from CIP#212821

**Comments**

Authorization of CDBG-CV funds is contingent upon HUD grant execution.

Planning Department/Startup Form - 07/1/20

**\$12,705.00**



# *City of Manchester* *New Hampshire*

*In the year Two Thousand and Twenty One*

## **A RESOLUTION**

“Amending the FY 2021 Community Improvement Program, transferring, authorizing and appropriating funds in the amount of Twelve Thousand Dollars (\$12,000) for FY2021 CIP # 811621 CARES Act Support Fund – Public Service/Capital Improvement Activities.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2021 CIP as contained in the 2021 CIP budget; and

WHEREAS, the 2021 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to transfer unused balance of CIP#212821 Summer Outreach Program to CIP 811621 CARES Act Support Fund – Public Service/Capital Improvement;

NOW, THEREFORE, be it resolved that the 2021 CIP be amended as follows:

**By decreasing:**

FY 2021 CIP 212821 Bring It Summer Outreach Program - \$12,000 CDBG-CV

**By increasing:**

FY 2021 CIP 811621 CARES Act Support Fund – Public Service/Capital Improvement Activities - \$12,000 CDBG-CV

Resolved, that this Resolution shall take effect upon its passage

## **To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Community Improvement respectfully recommends, after due and careful consideration, that the amending resolution and budget authorizations providing for the transfer and expenditure of funds in the amount of \$12,454 from CIP 511404 Clem Lemire Sports Complex-Memorial High School to CIP 711019 FY19 Deferred Maintenance-Schools be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand", written in a cursive style.

Clerk of Committee

*Kevin A. Sheppard, P.E.*  
*Public Works Director*

*Timothy J. Clougherty*  
*Deputy Public Works Director*

*Josh Gagné*  
*Chief Facilities Manager*



*Commission*  
*Toni Pappas*  
*Patrick Robinson*  
*James Burkush*  
*Trixie Vazquez*  
*Armand Forest*

**CITY OF MANCHESTER**  
*Department of Public Works*  
*Facilities Division*

January 12, 2021

To: Alderman Cavanaugh, Chairman, CIP Committee  
From: Josh Gagné, Chief of Facilities

Re: Clem Lemire Sports Complex – Memorial HS: CIP 511404

Chairman Cavanaugh, The Clem Lemire Sports Complex Project was established in 2004 to improve the Memorial HS athletic fields including the addition of three field support buildings. The contractor, Gilbane Construction failed to include integral waterproofing in the construction of the three support buildings. An agreement was reached where Gilbane agreed to apply waterproofing to the three structures after construction and again by the summer of 2020. Retainage was held in CIP 511404 for this work.

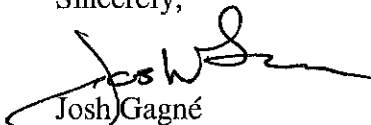
In 2020 DPW reached an agreement with Gilbane to self-perform the waterproofing application in exchange for the value of the retainage. That work was completed in the summer of 2020 and funded out of CIP 711019.

We request that the balance of \$12,454 in CIP 511404 be transferred to CIP 711019 for the reimbursement of project expenses and that CIP 511404 be closed.

Your consideration is appreciated.

Cc:  
Kevin Sheppard  
Timothy Clougherty  
Mary Williams

Sincerely,

  
Josh Gagné  
Chief of Facilities  
603-792-5304



**CIP BUDGET AUTHORIZATION**

CIP #: 511404

Project Year: 2004

CIP Resolution: 6/9/2003

Title: Clem Lemire Sports Complex - Memorial High School

Amending Resolution: 2/16/2021

Administering Department: Parks, Recreation &amp; Cemetery

Revision: #2-Closeout

Project Description: Multi-year effort to improve the Memorial High School athletic complex so as to be on a par with other City High School recreational facilities. First phase to focus on: demolition of track and construction of new multi-purpose athletic field; new track; new bleachers; sports lighting; new parking area and three field support buildings. Future phase development of north end for softball/multi-purpose activities and reconstruction of existing baseball field at south end of facility.

**Federal Grants**

Federal Grant: No

Grant Executed:

**Environmental**

Review Required: No

Completed:

**Critical Events**

1	Phase I Design/Engineering	July 03 - April 04
2	Construction/Initiation - Phase I	April 04
3	Design/Engineering - Support Buildings	Jan. - June 04
4	Construction - Buildings	July - November
5	Field Completion	August 04

Expected Completion Date:

11/30/2004

**Line Item Budget**

	BOND			TOTAL
Salaries and Wages	\$0.00	\$0.00	\$0.00	\$0.00
Fringes	\$0.00	\$0.00	\$0.00	\$0.00
Design/Engineering	\$550,000.00	\$0.00	\$0.00	\$550,000.00
Planning	\$0.00	\$0.00	\$0.00	\$0.00
Consultant Fees	\$0.00	\$0.00	\$0.00	\$0.00
Construction Admin	\$0.00	\$0.00	\$0.00	\$0.00
Land Acquisition	\$0.00	\$0.00	\$0.00	\$0.00
Equipment	\$0.00	\$0.00	\$0.00	\$0.00
Overhead	\$0.00	\$0.00	\$0.00	\$0.00
Construction Contracts	\$4,937,546.00	\$0.00	\$0.00	\$4,937,546.00
Other	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTAL</b>	<b>\$5,487,546.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$5,487,546.00</b>

**Revisions**

Revision #1 - increases budget by \$4,400,000.

Revision #2 - decrease budget by \$12,454 (from \$5,500,000 to \$5,487,546), transfer \$12,454 to project #711019, and close the project.

**COMMENT**

\$4,400,000 is expedited from FY2005.

**CIP BUDGET AUTHORIZATION**

CIP#: 711019 Project Year: 2019 CIP Resolution: 6/12/2018  
Title: FY19 Deferred Maintenance Schools Amending Resolution: 2/16/2021  
Administering Department Public Works-Facilities Revision: #2

Project Description: These funds will be used for deferred maintenance and capital improvements on School buildings.

**Federal Grants**

Federal Grant: No Environmental Review Required: No  
Grant Executed: Completed:

**Critical Events**

1. Project Initiation	7/17/2018
2. Project Completion	6/30/2033
3.	
4.	
5.	
	6/30/2033

**Line Item Budget**

	BOND	STATE		TOTAL
Salaries and Wage	\$0.00	\$0.00	\$0.00	\$0.00
Fringes	\$0.00	\$0.00	\$0.00	\$0.00
Design/Engineering	\$0.00	\$0.00	\$0.00	\$0.00
Planning	\$0.00	\$0.00	\$0.00	\$0.00
Consultant Fees	\$0.00	\$0.00	\$0.00	\$0.00
Construction Admin	\$0.00	\$0.00	\$0.00	\$0.00
Land Acquisition	\$0.00	\$0.00	\$0.00	\$0.00
Equipment	\$0.00	\$0.00	\$0.00	\$0.00
Overhead	\$0.00	\$0.00	\$0.00	\$0.00
Construction Contracts	\$1,578,792.00	\$472,512.00	\$0.00	\$2,051,304.00
Other	\$0.00	\$0.00	\$0.00	\$0.00
<b>TOTAL</b>	<b>\$1,578,792.00</b>	<b>\$472,512.00</b>	<b>\$0.00</b>	<b>\$2,051,304.00</b>

**Revisions:**

Revision #1 - Transfers \$130,282 Bond to CIP #310219, transfers \$3,380 Bond to CIP #510119 (decreasing budget from \$1,700,000 to \$1,566,338) and adds \$472,512 State funding to the project (increasing budget from \$0 to \$472,512).  
Revision #2 - Transfer \$12,454 BOND from CIP #511404, increasing budget from \$1,566,338 to \$1,578,792 BOND

**Comments**

State funds received from State of New Hampshire Department of Education.



# *City of Manchester* *New Hampshire*

*In the year Two Thousand and Twenty One*

## **A RESOLUTION**

“Amending the FY 2004 & 2019 Community Improvement Program, authorizing, appropriating, and transferring funds in the amount of Twelve Thousand Four Hundred Fifty Four Dollars (\$12,454) for the FY 2019 CIP 711019 FY19 Deferred Maintenance Schools.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the FY 2004 & 2019 CIP as contained in the FY 2004& 2019 CIP budget; and

WHEREAS, the 2004 & 2019 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to effect the following transfers between Public Works - Parks, Recreation & Cemetery and Facilities administered projects;

NOW, THEREFORE, be it resolved that the FY 2004 & 2019 CIP be amended as follows:

**By decreasing:**

FY 2004 CIP 511404 Clem Lemire Sports Complex-Memorial High School - \$12,454 BOND

**By increasing:**

FY 2019 CIP 711019 FY19 Deferred Maintenance Schools - \$12,454 BOND

Resolved, that this Resolution shall take effect upon its passage

**To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Community Improvement respectfully recommends, after due and careful consideration, that the request to extend various CIP projects through June 30, 2021 be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Hammond". The signature is fluid and cursive, with a long horizontal stroke at the end.

Clerk of Committee



# CITY OF MANCHESTER

## PLANNING AND COMMUNITY DEVELOPMENT

Planning and Land Use Management  
Building Regulations  
Community Improvement Program  
Zoning Board of Adjustment

Leon L. LaFreniere, AICP  
Director

Pamela H. Goucher, AICP  
Deputy Director - Planning & Zoning

Michael J. Landry, PE, Esq.  
Deputy Director - Building Regulations

### MEMORANDUM

**To:** Committee on Community Improvement Program

**From:** Leon L. LaFreniere, AICP  
Director of Planning and Community Development Department

**Date:** February 1, 2021

**Subject:** Project Extensions

The following projects are requested to be extended until dates shown. They were inadvertently left of the December Project Extension List.

Year	Fund Type	Project #	Project Name	Department	Balance as of December 1, 2020	Extension Date
2019	Medicaid	210919	School Based Dental (FY19)	HEALTH DEPARTMENT	\$ 49,065	6/30/2021
2020	Medicaid	210420	School Based Dental (FY20)	HEALTH DEPARTMENT	\$ 46,589	6/30/2021
2019	Federal	210719	Homeless Healthcare	HEALTH DEPARTMENT	\$ 219,418	6/30/2021
2017	Other	212417	RWJF Culture of Health Prize	HEALTH DEPARTMENT	\$ 31,920	6/30/2021
2017	Other	212617	Kresge	HEALTH DEPARTMENT	\$ 715	6/30/2021
2018	NACCHO	211918	NACCHO - Focus on Opioid	HEALTH DEPARTMENT	\$ 50,935	6/30/2021
2020	Charitable Foundation	211920	Behavioral Health Leadership Position	HEALTH DEPARTMENT	\$ 36,348	6/30/2021
2021	ESG-CV	611721	1269 Café 456 Inion Street Bathroom Renovations	1269 Café Ministries	\$ 80,000	6/30/2021

**To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Community Improvement respectfully recommends, after due and careful consideration, that the request to increase the Fire Department fleet be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Gormand", with a stylized flourish at the end.

Clerk of Committee

*Jonathan Hopkins*  
*Director*  
*Central Fleet Services*



**CITY OF MANCHESTER**  
*Central Fleet Services*

January 4, 2021

To: Community Improvement Committee  
Re: Request to increase the Fire Departments Fleet

Dear Chairman Cavanaugh,

The Manchester Fire Department recently added an enforcement position in the Fire Prevention Office. After speaking with Assistant Chief Parent he has expressed the need to add a vehicle to the department's fleet for the use of the person in this position. I would like to purchase a compact SUV using current money available in the fire departments 2020 MER. The estimated cost to add this vehicle will be approximately \$21,000. The cost to maintain this vehicle will not have a significant impact on Central Fleets operating budget. If you have any questions please feel free to contact myself or Assistant Chief Parent.

Sincerely,

Jonathan Hopkins  
Central Fleet Services Director



**To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Community Improvement respectfully recommends, after due and careful consideration, that the request for subordination of a City lien in the amount of \$80,000 for 601 Montgomery Street be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Harmond", with a stylized flourish at the end.

Clerk of Committee



# CITY OF MANCHESTER

## PLANNING AND COMMUNITY DEVELOPMENT

Planning and Land Use Management  
Building Regulations  
Community Improvement Program  
Zoning Board of Adjustment

Leon L. LaFreniere, AICP  
Director

Pamela H. Goucher, AICP  
Deputy Director - Planning & Zoning

Michael J. Landry, PE, Esq.  
Deputy Director - Building Regulations

### MEMORANDUM

To: Alderman Kevin Cavanaugh,  
Chairman, CIP Committee

From: Leon L. LaFreniere, AICP  
Director, Planning and Community Development

Date: February 1, 2021

Re: CIP #611709 Housing Rehabilitation/Lead Hazard Control Program – Mortgage  
Subordination 601 Montgomery Street (Multi Family Rental Property)

---

Robert Silva & Erik Wensberg, the owners of 601 Montgomery Street have contacted this office to request the subordination of a City lien totaling \$80,000 placed upon the aforementioned property. The lien was placed due to the use of HOME/Affordable Housing Trust funds used to pursue lead abatement and renovation at the property.

The requested subordination will allow the owners to acquire a lower rate mortgage on the property thereby reducing operational costs and correspondingly, its economic viability. The owners represent that no cash is being taken out in the refinancing and that the City's security instrument will remain in second position. As such, it would be consistent with the previous actions of the Committee to recommend this lien subordination.

Respectfully, I request that the Committee make a recommendation to accept or deny the subordination request to the full Board.

January 11, 2021

Chairman Alderman Kevin Cavanaugh  
City of Manchester  
One City Hall Plaza  
Manchester, NH 03103

Re: 601 Montgomery St – Subordination of Loan

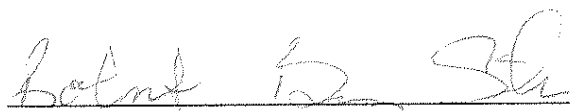
Dear Alderman Cavanaugh:

We would like to request that the CIP Committee allows us to subordinate the current mortgage between the City of Manchester, Robert Bruce Silva and Erik Wensberg.

We, Robert Bruce Silva and Erik Wensberg would like to refinance the above referenced property to lower our current interest rate and shorten the term of the loan with no cash out to be taken.

The appraised value of the property is \$462,000 with a payoff amount for the current loan of \$233,799. The new loan amount would be \$235,000.

Thank you for your consideration.  
Sincerely,

 1/11/2021  
\_\_\_\_\_  
Robert Bruce Silva date

\_\_\_\_\_  
Erik Wensberg date

January 11, 2021

Chairman Alderman Kevin Cavanaugh

City of Manchester

One City Hall Plaza

Manchester, NH 03103

Re: 601 Montgomery St – Subordination of Loan

Dear Alderman Cavanaugh:

We would like to request that the CIP Committee allows us to subordinate the current mortgage between the City of Manchester, Robert Bruce Silva and Erik Wensberg.

We, Robert Bruce Silva and Erik Wensberg would like to refinance the above referenced property to lower our current interest rate and shorten the term of the loan with no cash out to be taken.

The appraised value of the property is \$462,000 with a payoff amount for the current loan of \$233,799. The new loan amount would be \$235,000.

Thank you for your consideration.

Sincerely,

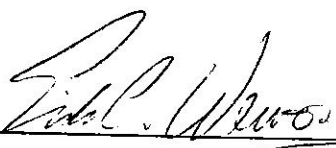

---

Robert Bruce Silva

date

Erik Wensberg

date

1/11/21

**To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Community Improvement respectfully recommends, after due and careful consideration, that the summary of abatement requests submitted by Fred McNeill, Chief Engineer, be approved.

*(Unanimous vote with the exception of Aldermen Roy who was absent)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand". The signature is fluid and cursive, with a long horizontal stroke at the end.

Clerk of Committee

*Kevin A. Sheppard, P.E.*  
*Public Works Director*

*Timothy J. Clougherty*  
*Deputy Public Works Director*

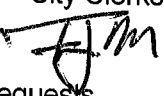
*Frederick J. McNeill, P.E.*  
*Chief Engineer*



*Commission*  
*Toni Pappas*  
*Patrick Robinson*  
*James Burkush*  
*Trixie Vazquez*  
*Armand Forest*

**CITY OF MANCHESTER**  
*Department of Public Works*  
*Environmental Protection Division*

# Memo

**Date:** 11/18/2020 20-092  
**To:** CIP Committee  
**Cc:** Lisa Hynes – EPD  
Matthew Normand – City Clerks Office  
**From:** Frederick McNeill   
**RE:** EPD Abatement Requests

---

The attached tables summarize the 15 sewer abatements reviewed by the Highway Commission in October 2020.

Backup documentation for these sewer abatement requests is on file with the City Clerk's office. The electronic version of this request will be forwarded to you as well as the City Clerk's office.

Please let me know if you need any additional information.



Summary of Abatement Requests  
October 16, 2020 to Highway Commission  
November 19, 2020 to CIP/City Clerk

Highway Commission

Number	Customer Acct #	Customer	Property Address	Abatement Request Rec'd	Request Reason	EPD Recommendation	Justification	Abatement Amount	Recommendation
1	183693-44052	Dejesus	533 Mast Rd	01/23/20	toilet leak	Grant	above the 250% threshold-552%	392.11	Grant
2	181265-39738	Abreu	251 Kimball St.	04/15/20	silent toilet leak	Grant	above the 250% threshold-1208%	960.26	Grant
3	163683-29494	Lopez	135 Groveland Ave	05/19/20	toilet leak	Grant	above the 250% threshold-888%	487.35	Grant
4	128707-59442	Lindsey	220 Charlotte St.	5/26/20 & 7/29/20	toilet leak	Deny	below the 250% threshold-232%	0.00	Deny
5	81021-61462	Falcioni	227 Hillhaven Rd	06/29/20	silent toilet leak	Grant	above the 250% threshold-3200%	447.64	Grant
6	170531-40546	Huard	244 Sewall St.	07/13/20	toilet leak	Grant	above the 250% threshold-800%	447.64	Grant
7	81795-61868	Delhanty	52 Thomas St.	07/28/20	toilet leak	Grant	above the 250% threshold-331%	213.58	Grant
8	180391-34598	Cosgrove	1537 Union St.	08/03/20	toilet leak/water heater leak	Grant	above the 250% threshold-450%	151.62	Grant
9	42811-30502	Quist	322 Porter St.	08/04/20	toilet leak	Deny	below the 250% threshold-190%	0.00	Deny
10	165415-41980	Lamb	217 Milford St.	08/19/20	toilet leak	Grant	above the 250% threshold-2857%	2,288.74	Grant
11	185713-23520	RBR Development	286 Amory St.	08/26/20	unknown/property vacant	Grant	above the 250% threshold-1000%	422.37	Grant
12	20803-14048	Shaw	315 Ohio Ave	08/28/20	animal bit pool liner had to patch	Deny	below the 250% threshold-184%	0.00	Deny
13	187201-65842	Shvedova	319-321 Summer St.	09/03/20	leak/hole in pipe under kitchen sink	Deny	below the 250% threshold-196%	0.00	Deny
14	143611-65384	Gauthier	422 Manchester St.	09/17/20	leak in kitchen	Grant	above the 250% threshold-320%	548.72	Grant
15	165995-205662	Hale	235 Vinton St.	09/22/20	garden hose	Grant	above the 250% threshold-545%	321.29	Grant
Total Abatements								\$6,681.32	

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 1/23/2020

Customer Name: Dejesus Account #: 183693-44052  
Combine Billing

Property Address: 533 Mast Rd

Reason for Request: toilet leak

Service Dates: 10/04/2019-01/03/2020 Bill Date: 2/19/2020

Consumption: 138 ccf % Increase from Average: 552%

Average Consumption: 25 ccf Based on: 5 year average  
Limited History  
used some of prior owners history

Difference: 113 ccf

Other Comments: \_\_\_\_\_

EPD  
Recommendation: Grant- Abatement exceeds the 250% threshold

*Approved JH*

Abatement Total: 113 ccf at \$ 3.47 \$ 392.11

Highway  
Recommendation: Abate

Date: JH 10-19-20

Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

**CITY OF MANCHESTER**  
Sewer Fee Abatement Request Form

JAN 23 2020

Name: Jose Dejesus  
Address: 533 Mast Rd  
Manchester (City) NH (State) 03102-3351 (Unit)  
Phone Number: 603-264-3074 (Zip)  
Customer Account Number: 183693-44052

Address of Property for which Abatement is Requested:

533 Mast Rd  
Manchester (City) NH (State) 03102-3351 (Unit)  
(Zip)

Billing Period: 10-4-19 1-3-20

Amount of Abatement Request: 399.05

Reason for Abatement Request: Toilet leak

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

The Toilet flapper was worn out keeping the toilet  
running at all times, leaked a little bit in basement but not  
much to damage anything.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

☒ Yes ☐ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]  
(Signature)

\_\_\_\_\_  
(Date)

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 4/15/2020

Customer Name: Abreu Account #: 181265-39738  
Combine Billing

Property Address: 251 Kimball St

Reason for Request: Silent toilet leak

Service Dates: 1/13/20-4/13/20 Bill Date: 5/27/2020

Consumption: 290 ccf % Increase from Average: 1208%

Average Consumption: 24 ccf Based on: 5 year average  
Limited History

Difference: 266 ccf used some of prior owners histor

Other Comments: \_\_\_\_\_

EPD  
Recommendation: Grant- Abatement exceeds the 250% threshold

*Approved Jm*

Abatement Total: 266 ccf at \$ 3.61 \$ 960.26

Highway  
Recommendation: Abate Date: 10-19-20

Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

**CITY OF MANCHESTER**  
**Sewer Fee Abatement Request Form**

Name: Carmen Abreu  
Address: 251 Kimball Street  
Manchester (Street) NH (Unit) 03102-2815  
(City) (State) (Zip)  
Phone Number: 978-857-7972

Customer Account Number: 181265-39738

Address of Property for which Abatement is Requested:

251 Kimball Street  
Manchester (Street) NH (Unit) 03102-2815  
(City) (State) (Zip)

Billing Period: 1-13-20- 4-13-20

Amount of Abatement Request: 919.55

Reason for Abatement Request: Silent Leak Toilet

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

     Yes   X   No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]  
(Signature)

4/15/2020  
(Date)

300 Winston Street • Manchester, New Hampshire 03103 • (603) 624-6595 • FAX: (603) 628-6234  
E-mail: [EPD@manchesternh.gov](mailto:EPD@manchesternh.gov) • Website: [www.manchesternh.gov](http://www.manchesternh.gov)

✓  
**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
**Sewer Abatement Investigation and Recommendation**

Date Received: 5/19/2020

Customer Name: Lopez

Account #: 163683-29494  
Combine Billing

Property Address: 135 Groveland Ave

Reason for Request: Toilet leak

Service Dates: 2/3/20-5/4/20

Bill Date: 6/15/2020

Consumption: 151 ccf

% Increase from Average: 888%

Average Consumption: 17 ccf

Based on: 5 year average

Difference: 134 ccf

Other Comments: \_\_\_\_\_

EPD Recommendation: Grant- Abatement exceeds 250% threshold.

*Approved Jm*

Abatement Total: 135 ccf at \$ 3.61 \$ 487.35

Highway Recommendation: Abate

Date: 10-19-20



Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

**CITY OF MANCHESTER**  
**Sewer Fee Abatement Request Form**

Name: Geysel Lopez

Address: 135 Groveland Ave

Manchester (City) NH (State) 03104-5822 (Unit) (Zip)

Phone Number: 603-396-6476

Customer Account Number: 163683-29494

Address of Property for which Abatement is Requested:

135 Groveland Ave

Manchester (City) NH (State) 03104-5822 (Unit) (Zip)

Billing Period: 2-3-20 5-4-20

Amount of Abatement Request: 458.04

Reason for Abatement Request: Toilet Leak

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

☐ Yes ☒ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Geysel Lopez  
(Signature)

5/19/2  
(Date)

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 5/26/20 & 7/29/20

Customer Name: Lindsey

Account #: 128707-59442

Combine Billing

Property Address: 220 Charlotte St

Reason for  
Request: toilet leak

Service Dates: 12/24/19-3/23/20-6/30/20

Bill Date: 2/19/2020

Consumption: 139 ccf

% Increase  
from Average: 232%

Average  
Consumption: 60 ccf

Based on: 5 year average

Difference: 79 ccf

Other Comments: \_\_\_\_\_

EPD  
Recommendation: Deny- Abatement does not exceed the 250% threshold

*Deny Jm*

Abatement Total:	<u>0 ccf</u>	at \$	<u>3.61</u>	\$	<u>-</u>
	<u>0 ccf</u>	at \$	<u>3.47</u>	\$	<u>-</u>
					<u>\$0.00</u>

Highway  
Recommendation: *Deny*

Date: 10-19-20



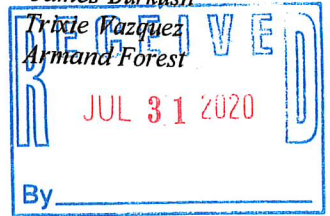
Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Tracie Paezquez  
Armand Forest



**CITY OF MANCHESTER**  
**Sewer Fee Abatement Request Form**

Name: Laurie Lindsey

Address: 220 Charlotte St

Manchester (City) NH (State) 03103-7059 (Unit)

Phone Number: (978) 807-3549 (Zip)

Customer Account Number: 128707-59442

Address of Property for which Abatement is Requested:

220 Charlotte St

Manchester (City) NH (State) 03103-7059 (Unit)

Billing Period: 3-23-20 6-23-20

Amount of Abatement Request: 202.16

Reason for Abatement Request: Toilet Leak Fixed on  
5/26/20

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Laurie Lindsey  
(Signature)

7/29/20  
(Date)



Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: Laurie Lindsey

Address: 220 Charlotte St

Manchester (City) NH (State) 03103 (Unit)  
(Zip)

Phone Number: 978 807 3549

Customer Account Number: 128707-59442

Address of Property for which Abatement is Requested:

Same as above (Street)

(City) (State) (Zip)

Billing Period: 12/24/19 - 3/23/20

Amount of Abatement Request: \$175-

Reason for Abatement Request: Leaky toilet caused

bill to Sky rocket. It has been fixed.

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Laurie Lindsey  
(Signature)

5/26/20  
(Date)



**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

✓

Date Received: 6/29/2020

Customer Name: Falcioni Account #: 81021-61462  
Combine Billing

Property Address: 227 Hillhaven Rd

Reason for Request: Silent toilet leak

Service Dates: 2/18/20-5/18/20 Bill Date: 6/24/2020

Consumption: 128 ccf % Increase from Average: 3200%

Average Consumption: 4 ccf Based on: 5 year average

Difference: 124 ccf

Other Comments: \_\_\_\_\_

EPD Recommendation: Grant- Abatement exceeds 250% threshold  
\_\_\_\_\_  
\_\_\_\_\_  
*Approved Jm*

Abatement Total: 124 ccf at \$ 3.61 \$ 447.64

Highway Recommendation: Abate Date: 10-19-20

Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: Linda S. Falcioni Rur Trust

Address: 227 Hillhaven Rd

Manchester (Street) NH (City) 03104-2806 (Unit)

Phone Number: 603-606-2544 (State) (Zip)

Customer Account Number: 81021-61462

Address of Property for which Abatement is Requested:

227 Hillhaven Road

Manchester (Street) NH (City) 03104-2806 (Unit)

Billing Period: 2-18-20 5-18-20

Amount of Abatement Request: 422.37

Reason for Abatement Request: Toilet leak

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Linda Falcioni  
(Signature)

6/27/20  
(Date)



**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 7/13/2020

Customer Name: Huard Account #: 170531-40546  
Combine Billing

Property Address: 244 Sewall St

Reason for Request: toilet leak

Service Dates: 3/30/20-6/30/20 Bill Date: 8/12/2020

Consumption: 128 ccf % Increase from Average: 800%

Average Consumption: 16 ccf Based on: 5 year average

Difference: 112 ccf

Other Comments: \_\_\_\_\_

EPD Recommendation: Grant- Abatement exceeds the 250% threshold  
\_\_\_\_\_  
\_\_\_\_\_  
Approved FJM

Abatement Total: 124 ccf at \$ 3.61 \$ 447.64

Highway Recommendation: Abate Date: 10-19-20

Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: Sean Huard

Address: 244 Sewall Street

Manchester (City) NH (State) 03103-5946 (Unit)

Phone Number: 603 345-0305 (Zip)

Customer Account Number: 170531-40546

Address of Property for which Abatement is Requested:

244 Sewall Street

Manchester (City) NH (State) 03103-5946 (Unit)

Billing Period: 3-30-20 6-30-20

Amount of Abatement Request: 400.71

Reason for Abatement Request: Toilet Leak

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

☐ Yes ☒ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]  
(Signature)

7/13/20  
(Date)

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
**Sewer Abatement Investigation and Recommendation**

Date Received: 7/28/2020

Customer Name: Delhanty

Account #: 81795-61868  
Combine Billing

Property Address: 52 Thomas St

Reason for Request: toilet leak

Service Dates: 3/23/20-6/23/20

Bill Date: 8/5/2020

Consumption: 169 ccf

% Increase from Average: 331%

Average Consumption: 51 ccf

Based on: 5 year average

Difference: 118 ccf

Other Comments: \_\_\_\_\_

EPD Recommendation: Grant- Abatement exceeds the 250% threshold

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*Approved Jm*

Abatement Total: 118 ccf at \$ 1.81 \$ 213.58

Highway Recommendation: Abate

Date: 10-19-20



Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### C Deceased Sewer Fee Abatement Request Form

Name: William F Delahanty Arlene Delahanty

Address: 52 Thomas Street

Manchester (City) NH (State) 03103-6028 (Unit) (Zip)

Phone Number: 603-623-7524

Customer Account Number: 81795-61868

Address of Property for which Abatement is Requested:

52 Thomas Street

Manchester (City) NH (State) 03103 (Unit) (Zip)

Billing Period: 3-23-20 - 6-23-20

Amount of Abatement Request: 256.31

Reason for Abatement Request: Toilet leak

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes ☒ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Arlene Delahanty  
(Signature)

July 27, 2020  
(Date)

✓

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 8/3/2020

Customer Name: Cosgrove Account #: 180391-34598  
Combine Billing

Property Address: 1537 Union St

Reason for Request: toilet leak/ water heater leak

Service Dates: 2/10/20-5/11/20 Bill Date: 6/17/2020

Consumption: 54 ccf % Increase from Average: 450%

Average Consumption: 12 ccf Based on: 5 year average  
limited history  
used prior owners

Difference: 42 ccf

Other Comments: \_\_\_\_\_

EPD  
Recommendation: Grant- Abatement exceeds the 250% threshold  
\_\_\_\_\_  
\_\_\_\_\_  
*Approved FJM*

Abatement Total: 42 ccf at \$ 3.61 \$ 151.62

Highway  
Recommendation: Abate Date: 10-19-20



Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

Rec'd  
8-3-20

**CITY OF MANCHESTER**  
**Sewer Fee Abatement Request Form**

Name: Kelley Cosgrove

Address: 1537 Union Street

Manchester (City) NH (State) 03104-1837 (Unit)  
(Zip)

Phone Number: \_\_\_\_\_

Customer Account Number: 180391-34588

Address of Property for which Abatement is Requested:  
1537 Union Street

Manchester (City) NH (State) 03104-1837 (Unit)  
(Zip)

Billing Period: 2-10-20 5-11-20

Amount of Abatement Request: 156.15

Reason for Abatement Request: Toilet Leak / Water Heater Leak  
(originally thought to be toilet leak - plumber confirmed it was not)

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

Accumulated in the basement - discharged into pre-drilled holes  
in basement floor from when house was built in 1900  
Basement floor is concrete

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes ☒ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

X Kelley Anne  
(Signature)

X 6/28/2020  
(Date)



**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 8/4/2020

Customer Name: Quist

Account #: 42811-30502  
Combine Billing

Property Address: 322 Porter St.

Reason for Request: toilet leak

Service Dates: 3/12/20-6/08/20

Bill Date: 7/22/1930

Consumption: 110 ccf

% Increase from Average: 190%

Average Consumption: 58 ccf

Based on: 5 year average

Difference: 52 ccf

Other Comments: \_\_\_\_\_

EPD Recommendation: Deny- Abatement does not exceed 250% threshold

*Deny Jm*

Abatement Total: 0 ccf at \$ 3.61 \$ -

Highway Recommendation: *Deny*

Date: 10-19-20

Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



AUG 4 2020

Commission  
James Burkush  
Trixie Vazquez  
Toni Pappas  
Armand Forest  
Patrick Robinson

CITY OF MANCHESTER EPD

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: Craig Quist

Address: 322 Porter St

Manchester (City) NH (State) 03103 (Unit)  
(Zip)

Phone Number: 603-315-7505

Customer Account Number: 42811-30502

Address of Property for which Abatement is Requested: 322 Porter St  
Manchester (Street) NH (State) 03103 (Unit)  
(City) (Zip)

Billing Period: 3-10-20 / 6-11-20

Amount of Abatement Request: 234.65

Reason for Abatement Request: Toilet Leak

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

☐ Yes ☒ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Craig Quist  
(Signature)

7/28/20  
(Date)

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 8/19/2020

Customer Name: Lamb

Account #: 165415-41980  
Combine Billing

Property Address: 217 Milford St

Reason for  
Request: toilet leak

Service Dates: 1/3/20-4/2/20

Bill Date: 5/20/2020

Consumption: 657 ccf

% Increase  
from Average: 2857%

Average  
Consumption: 23 ccf

Based on: 5 year average

Difference: 634 ccf

Other Comments: \_\_\_\_\_

EPD  
Recommendation: Grant- Abatement exceeds the 250% threshold

*Approved Jm*

Abatement Total: 634 ccf at \$ 3.61 \$ 2,288.74

Highway  
Recommendation: Abate

Date: 10-19-20

Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

**CITY OF MANCHESTER**  
**Sewer Fee Abatement Request Form**

Name: Patrick M. Lamb Sr.  
Address: 217 Milford Street  
Manchester (Street) NH (City) 03102-4736 (Unit) (Zip)  
Phone Number: 650-762-5262 (State)  
Customer Account Number: 165415-41980

Address of Property for which Abatement is Requested:

217 Milford Street  
Manchester (Street) NH (City) 03102-4736 (Unit) (Zip)

Billing Period: 1-3-20 4-2-20

Amount of Abatement Request: 2,224.27

Reason for Abatement Request: Toilet Leak Severe

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

     Yes X No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

X Patrick M. Lamb Sr.  
(Signature)

X 8-19-2020  
(Date)

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
**Sewer Abatement Investigation and Recommendation**

Date Received: 8/26/2020

Customer Name: RBR Development

Account #: 185713-23520  
Combine Billing

Property Address: 286 Amory St

Reason for Request: unknown/property vacant

Service Dates: 4/2/20-7/20/20

Bill Date: 8/19/2020

Consumption: 130 ccf

% Increase from Average: 1000%

Average Consumption: 13 ccf

Based on: 9 Quarter Average  
limited history

Difference: 117 ccf

Other Comments: \_\_\_\_\_

EPD Recommendation: Grant- Abatement exceeds the 250% threshold

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
*Approved Jm*

Abatement Total: 117 ccf at \$ 3.61 \$ 422.37

Highway Recommendation: Abate

Date: 10-19-20



Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: RBR Development LLC  
Address: 96 Walnut Hill Rd  
(Street)  
Goffstown (City) NH (State) 03045 (Unit)  
Phone Number: 603-289-2204 (State) (Zip)

Customer Account Number: 185713-23520

Address of Property for which Abatement is Requested:

286 Hmory St  
(Street)  
Manchester (City) NH (State) 03102-3568 (Zip)

Billing Period: 4-2-20 7-20-20

Amount of Abatement Request: 429.59

Reason for Abatement Request: After meeting with a rep, Scott, from the Water Dept, it was determined the only possible reason for increased consumption was a faulty outside spicket. (Property has been vacant since April) The faucet has been fixed! Thank you in advance.

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

See Attached water Bills

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

RBR  
(Signature)

8/26/2020  
(Date)

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 8/28/2020

Customer Name: Shaw

Account #: 20803-14048  
Combine Billing

Property Address: 315 Ohio Ave

Reason for Request: animal bit pool liner had to patch

Service Dates: 5/4/20-8/4/20

Bill Date: 9/11/2020

Consumption: 123 ccf

% Increase from Average: 184%

Average Consumption: 67 ccf

Based on: 5 year average

Difference: 56 ccf

Other Comments: \_\_\_\_\_

EPD Recommendation: Deny- Abatement does not exceed 250% threshold.

*Deny Jim*

Abatement Total: 0 ccf at \$ 3.61 \$ -

Highway Recommendation: *Deny*

Date: 10-19-20



Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: Robert Shaw

Address: 315 Ohio Ave  
(Street)  
Manchester (City) NH (State) 03104 (Unit)  
(Zip)

Phone Number: \_\_\_\_\_

Customer Account Number: 14048-20803

Address of Property for which Abatement is Requested:  
315 Ohio Ave  
(Street)  
Manchester (City) NH (State) 03104 (Unit)  
(Zip)

Billing Period: 5-4-20 8-4-20

Amount of Abatement Request: 375.44

Reason for Abatement Request: Pool leak

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

☐ Yes ☒ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]  
(Signature)

8/21/20  
(Date)

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 9/3/2020

Customer Name: Shvedova Account #: 187201-65842  
Combine Billing

Property Address: 619-621 Summer St.

Reason for Request: leaks/hole in pipe under kitchen sink

Service Dates: 3/20/20-6/15/20 Bill Date: 7/29/2020

Consumption: 88 ccf % Increase from Average: 196%

Average Consumption: 45 ccf Based on: 5 year average

Difference: 43 ccf

Other Comments: \_\_\_\_\_

EPD  
Recommendation: Deny- Abatement does not exceed the 250% threshold

*Deny FJM*

Abatement Total: 0 ccf at \$ 3.61 \$ -

Highway  
Recommendation: *Deny*

Date: 10-19-20



Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: Galina Shvedova  
Address: 50 Wind Song Ave  
Manchester (Street) NH (Unit) 03104  
(City) (State) (Zip)  
Phone Number: 603-396-3541

Customer Account Number: 187201-65842

Address of Property for which Abatement is Requested:  
619-621 Summer St  
Manchester (Street) NH (Unit) 03103-9205  
(City) (State) (Zip)

Billing Period: 3-20-20 6-15-20

Amount of Abatement Request: 162.45

Reason for Abatement Request: Toilet leak, hole in water  
pipe below the kitchen sink

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

Yes ☒ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

[Signature]  
(Signature)

9/3/20  
(Date)



✓

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
**Sewer Abatement Investigation and Recommendation**

Date Received: 9/17/2020

Customer Name: Gauthier Account #: 143611-65384  
Combine Billing

Property Address: 422 Manchester St.

Reason for Request: Leak in kitchen

Service Dates: 3/23/20-6/23/20 Bill Date: 8/5/2020

Consumption: 221 ccf % Increase from Average: 320%

Average Consumption: 69 ccf Based on: 5 year average

Difference: 152 ccf

Other Comments: \_\_\_\_\_

EPD Recommendation: Grant- Abatement exceeds the 250% threshold  
\_\_\_\_\_  
\_\_\_\_\_  
Approved Jm

Abatement Total: 152 ccf at \$ 3.61 \$ 548.72

Highway Recommendation: Abate Date: 10-19-20

Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Foni Pappas  
Patrick Robinson  
James Burkush  
Tracie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: PETER A. GANTHIK

Address: 3 MAPLE RIDGE DRIVE 224  
(Street) (Unit)  
MANCHESTER NH 03054  
(City) (State) (Zip)

Phone Number: 603 765 0466

Customer Account Number: 143611-65384

Address of Property for which Abatement is Requested:  
422 MANCHESTER STREET  
(Street) (Unit)  
MANCHESTER NH 03102  
(City) (State) (Zip)

Billing Period: 3-23-20 - 6-23-20

Amount of Abatement Request: WHATEVER IS FAIR

Reason for Abatement Request: LEAK AT RESTAURANT KITCHEN

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

     Yes      No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

(Signature)

(Date)



✓

**CITY OF MANCHESTER**  
**HIGHWAY DEPARTMENT**  
**ENVIRONMENTAL PROTECTION DIVISION**  
Sewer Abatement Investigation and Recommendation

Date Received: 9/22/2020

Customer Name: Hale Account #: 165995-205662  
Combine Billing

Property Address: 235 Vinton St.

Reason for Request: garden hose

Service Dates: 6/01/20-8/31/20 Bill Date: 10/10/2020

Consumption: 109 ccf % Increase from Average: 545%

Average Consumption: 20 ccf Based on: 9 Quarter Average  
limited history

Difference: 89 ccf

Other Comments: \_\_\_\_\_

EPD  
Recommendation: Grant- Abatement exceeds the 250% threshold  
\_\_\_\_\_  
\_\_\_\_\_  
Approve Jm

Abatement Total: 89 ccf at \$ 3.61 \$ 321.29

Highway  
Recommendation: Abate Date: 10-19-20

Kevin A. Sheppard, P.E.  
Public Works Director

Timothy J. Clougherty  
Deputy Public Works Director

Frederick J. McNeill, P.E.  
Chief Engineer



Commission  
Toni Pappas  
Patrick Robinson  
James Burkush  
Trixie Vazquez  
Armand Forest

## CITY OF MANCHESTER

### Sewer Fee Abatement Request Form

Name: Scott W. Hale

Address: 10 Severance Drive  
Concord, NH 03053-3118  
(City) (State) (Unit) (Zip)

Phone Number: \_\_\_\_\_

Customer Account Number: 165995-205662

Address of Property for which Abatement is Requested:

235 Vinton Street  
Manchester, NH 03103  
(City) (State) (Unit) (Zip)

Billing Period: 6-1-20 8-31-20

Amount of Abatement Request: 314.07

Reason for Abatement Request: \_\_\_\_\_

If abatement request is due to an "extraordinary event" such as a hot water tank failure or a water pipe bursting, please state where the water accumulated (basement, outside, bathroom, etc.) and ultimately where it discharged. If it was in a basement, please indicate if the floor is dirt or concrete.

If abatement request is due to a leaking irrigation system, state if a sewer deduct meter is in place.

\_\_\_\_ Yes ☒ No

Verification that applicant does not have any outstanding debts to the City of Manchester, all work is in compliance with codes/ordinances, and all necessary City permits have been obtained and approved.

Scott Hale  
(Signature)

9/21/20  
(Date)

## **To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Human Resources/Insurance respectfully recommends, after due and careful consideration, that the request from the Public Works Director to change the job title for Chief Facilities Manager to Chief of Facilities be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand", with a stylized flourish at the end.

Clerk of Committee

*Kathleen Ferguson*  
*Human Resources Director*



## **CITY OF MANCHESTER**

### **Human Resources Department**

January 20, 2021

Alderman Will Stewart, Chair  
Human Resources and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Public Works Director, Kevin Sheppard requests changing the title of the Chief Facilities Manager (5799) grade 25 to Chief of Facilities (5799) grade 25. According to Director Sheppard, the title of Chief Facilities Manager is confusing. One would ask is he the Chief of the Facilities Division, or a Manager within the Facilities Division?

Director Sheppard also states that the title change would bring uniformity regarding position names within the Department of Public Works, (e.g. Chief of Parks, Recreation and Cemetery, Chief of Street Operations, Chief of Survey, etc.)

Since the request is only to change a class specification job title, there is no financial impact on the Department's FY 2021 budget.

Human Resources recommends changing the name of the class specification *Chief Facilities Manager* (5799) to **Chief of Facilities** (5799).

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP  
Human Resources Director

*Kevin A. Sheppard, P.E.*  
*Public Works Director*

*Timothy J. Clougherty*  
*Deputy Public Works Director*

*Josh Gagné*  
*Chief Facilities Manager*



*Commission*  
*Toni Pappas*  
*Patrick Robinson*  
*James Burkush*  
*Trixie Vazquez*  
*Armand Forest*

**CITY OF MANCHESTER**  
*Department of Public Works*  
*Facilities Division*

January 20, 2021

Kathleen Ferguson, Director  
Human Resources  
One City Hall Plaza  
Manchester, NH 03101

Re: Title change for the Chief Facilities Manager position

Dear Director Ferguson,

I am writing to request a title change for the Chief Facilities Manager position. The proposed change would be from Chief Facility Manager to Chief of Facilities.

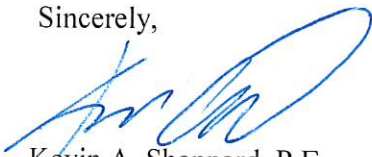
The reason for the proposed change is two-fold; first, the current title is inherently confusing and contradictory. This person in this position is responsible for leading our Facilities Division and the current title implies a manager within the Division. This can be confusing to outside vendors, contractors, consultants and other institutions the position interacts with.

The second reason is for uniformity. The Facilities Division has undergone some changes as a result of the Department of Public Works greater restructuring over the past several years. This proposed change would bring uniformity across the associated Divisions under DPW i.e. Chief of Parks, Chief of Operations, etc.

This request is for a change to the position title only; there is no financial implication to this request.

Your consideration of this matter is appreciated.

Sincerely,



Kevin A. Sheppard, P.E.  
Public Works Director

Cc: Kathleen Ferguson  
Tiffany Lucas  
Tim Clougherty  
Joslin Gagne







# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Chief of Facilities</b>
<b>Class Code Number</b>	<b>5799-25</b>

### General Statement of Duties

Directs administrative, engineering, building construction, operational and maintenance activities (excluding the airport) of the Facilities Division and the related facilities and services; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee all activities within Facilities Division operations. The work is performed under the supervision and direction of the Deputy Public Works Director and Public Works Director but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees in the Facilities Division. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with Federal, State, and local governmental officials, consultants, contractors, business and community organizations, other City employees and the public. The principal duties of this class are performed in a general office environment with some outdoor work involving inspections and tours of the City's buildings with some exposure to potential personal hazards.

### Examples of Essential Work (illustrative only)

- Performs general and executive management of the Facilities Division;
- Plans, organizes, implements and directs the operation and maintenance functions of building construction, improvement, maintenance, and custodial operations (excluding the airport);

- Identifies outsourcing needs, administers and supervises all contracts for consultant services to include architects, mechanical, civil, electrical and environmental engineers (excluding the airport);
- Develops plans for future projects and continued improvements in facility operations excluding the airport;
- Sets goals and establishes policies and procedures to protect the City's capital assets;
- Supervise activities of a diverse staff, including professional, technical, skilled and support personnel;
- Assigns, modifies and implements procedures and programs for operation, maintenance, support functions and safety of facilities;
- Prepares contracts for various Facility programs and projects, including custodial and preventive maintenance, major equipment purchases and building construction projects;
- Approves recommendations for hiring, termination and disciplinary actions;
- Develops, administers and monitors budgets including capital and replacement functions, innovative organization, planning for future needs, and reviewing and implementing all purchases and building construction;
- Prepares reports and correspondence relating to activities of the Division to meet regulatory requirements, document activities and efficiency of operation, develop plans and improvements, respond to requests from elected officials and the public to ensure the public well being and interest;
- Reviews new legislation and regulations, as they relate to the design, rehabilitation, operation and maintenance of facilities, and reports on potential impact to the City;
- Monitors and develops public relations with concerned parties regarding activities;
- Coordinates and manages major capital improvement contracts relating to City buildings;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<b>Required Knowledge, Skills and Abilities</b> <b>(at time of appointment)</b>
--

- Comprehensive knowledge of principles and practices of building construction and maintenance;
- Management, including planning, budgeting and personnel administration;

- Comprehensive knowledge of current applicable federal, state and local laws, rules and regulations for building construction and management operations;
- Comprehensive knowledge of building design, construction and maintenance;
- Thorough knowledge of the principles and practices associated with public administration;
- Thorough knowledge of engineering principles and practices including mechanical, electrical and energy management systems;
- Thorough knowledge of current developments in the field of building construction techniques and management practices;
- Ability to train, assign, motivate, supervise and evaluate the work of others;
- Ability to plan, organize and manage engineering and building construction projects;
- Ability to plan, develop and evaluate optimal energy usage strategies;
- Ability to organize and direct procedures for budget preparation, supply, purchasing, facility maintenance, financial reporting, and personnel administration;
- Ability to demonstrate compliance with all applicable rules and regulations, and to operate a safe, effective Division within budget;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from an accredited college or university with a Bachelor's Degree in Interdisciplinary Engineering and Management ; or
- A Bachelor's Degree in Civil, Mechanical, or Electrical Engineering, with a minor in one of the remaining or a closely related field; or
- Graduation from an accredited college or university with a Bachelor's Degree in Architecture with comprehensive knowledge of mechanical, electrical and civil engineering principals; and
- Seven years of experience in building construction and facilities management;

**Required Special Qualifications**

- Certification commensurate with discipline and/or experience.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written material in electronic or hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various buildings throughout the City.

Approved by: \_\_\_\_\_ BMA \_\_\_\_\_ Date: 4/20/04



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Chief <u>of</u> Facilities <del>Manager</del>
Class Code Number	5799-25

### General Statement of Duties

Directs administrative, engineering, building construction, operational and maintenance activities (excluding the airport) of the Facilities Division and the related facilities and services; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee all activities within Facilities Division operations. The work is preformed under the supervision and direction of the Deputy Public Works Director and Public Works Director but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees in the Facilities Division. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with Federal, State, and local governmental officials, consultants, contractors, business and community organizations, other City employees and the public. The principal duties of this class are performed in a general office environment with some outdoor work involving inspections and tours of the City's buildings with some exposure to potential personal hazards.

### Examples of Essential Work (illustrative only)

- Performs general and executive management of the Facilities Division;
- Plans, organizes, implements and directs the operation and maintenance functions of building construction, improvement, maintenance, and custodial operations (excluding the airport);



- Identifies outsourcing needs, administers and supervises all contracts for consultant services to include architects, mechanical, civil, electrical and environmental engineers (excluding the airport);
- Develops plans for future projects and continued improvements in facility operations excluding the airport;
- Sets goals and establishes policies and procedures to protect the City's capital assets;
- Supervise activities of a diverse staff, including professional, technical, skilled and support personnel;
- Assigns, modifies and implements procedures and programs for operation, maintenance, support functions and safety of facilities;
- Prepares contracts for various Facility programs and projects, including custodial and preventive maintenance, major equipment purchases and building construction projects;
- Approves recommendations for hiring, termination and disciplinary actions;
- Develops, administers and monitors budgets including capital and replacement functions, innovative organization, planning for future needs, and reviewing and implementing all purchases and building construction;
- Prepares reports and correspondence relating to activities of the Division to meet regulatory requirements, document activities and efficiency of operation, develop plans and improvements, respond to requests from elected officials and the public to ensure the public well being and interest;
- Reviews new legislation and regulations, as they relate to the design, rehabilitation, operation and maintenance of facilities, and reports on potential impact to the City;
- Monitors and develops public relations with concerned parties regarding activities;
- Coordinates and manages major capital improvement contracts relating to City buildings;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<b>Required Knowledge, Skills and Abilities</b> <b>(at time of appointment)</b>
--

- Comprehensive knowledge of principles and practices of building construction and maintenance;
- Management, including planning, budgeting and personnel administration;

- Comprehensive knowledge of current applicable federal, state and local laws, rules and regulations for building construction and management operations;
- Comprehensive knowledge of building design, construction and maintenance;
- Thorough knowledge of the principles and practices associated with public administration;
- Thorough knowledge of engineering principles and practices including mechanical, electrical and energy management systems;
- Thorough knowledge of current developments in the field of building construction techniques and management practices;
- Ability to train, assign, motivate, supervise and evaluate the work of others;
- Ability to plan, organize and manage engineering and building construction projects;
- Ability to plan, develop and evaluate optimal energy usage strategies;
- Ability to organize and direct procedures for budget preparation, supply, purchasing, facility maintenance, financial reporting, and personnel administration;
- Ability to demonstrate compliance with all applicable rules and regulations, and to operate a safe, effective Division within budget;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in Interdisciplinary Engineering and Management ; or
- A Bachelor's Degree in Civil, Mechanical, or Electrical Engineering, with a minor in one of the remaining or a closely related field; or
- Graduation from an accredited college or university with a Bachelor's Degree in Architecture with comprehensive knowledge of mechanical, electrical and civil engineering principals; and
- Seven years of ~~r~~experience in building construction and facilities management;

**Required Special Qualifications**

- Certification commensurate with discipline and/or experience.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written material in electronic or hardcopy form;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to various buildings throughout the City.

Approved by: \_\_\_\_\_ BMA \_\_\_\_\_ Date: 4/20/04

# *City of Manchester* *New Hampshire*

*In the year Two Thousand and twenty-one*

## **AN ORDINANCE**

“Amending Section 33.024, 33.025 & 33.026 (Chief of Facilities) of the Code of Ordinances of the City of Manchester.”

SECTION 33.024 CLASSIFICATION OF POSITIONS be amended as follows:

Delete Chief Facilities Manager, Class Code 5799, Grade 25  
Establish Chief of Facilities, Class Code 5799, Grade 25

SECTION 33.025 COMPENSATION OF POSITIONS be amended as follows:

Delete Chief Facilities Manager, Class Code 5799, Grade 25  
Establish Chief of Facilities, Class Code 5799, Grade 25

SECTION 33.026 CLASS SPECIFICATIONS be amended as follows:

Delete Chief Facilities Manager, Class Code 5799, Grade 25 (spec attached)  
Establish Chief of Facilities, Class Code 5799, Grade 25 (spec attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

## **To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Human Resources/Insurance respectfully recommends, after due and careful consideration, that the request from the Public Works Director to reclassify the Facilities Maintenance Supervisor, grade 20, to a grade 21 be approved.

*(Aldermen Stewart, Barry and Cavanaugh voted yea; Aldermen Roy and Hirschmann voted nay)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand", with a stylized flourish at the end.

Clerk of Committee



*Kathleen Ferguson*  
*Human Resources Director*



## **CITY OF MANCHESTER**

### **Human Resources Department**

January 19, 2021

Alderman Will Stewart, Chair  
Human Resources and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

At the request of Public Works Director, Kevin Sheppard, on January 12, 2021, Human Resources conducted a review which included an assessment of the current class specification for the Facilities Maintenance Supervisor position (5030) salary grade 20. The review consisted of an evaluation of the position questionnaire submitted in support of the reclassification, extensive interviews with the current Facilities Maintenance Supervisor and the Chief Facilities Manager, an on-site visit, as well as a scoring of the position based on established position control criteria.

A desk audit on the incumbent was completed. The review and desk audit revealed that the general duties in the job classification of the current Facilities Maintenance Supervisor (5030) does not reflect the actual duties, responsibilities, knowledge or skills currently being performed by the incumbent, but actually more accurately reflects some duties and responsibilities included in the vacant Building Maintenance Superintendent Position (5091) salary grade 21.

Additional duties include:

- Manages thirteen (13) plus employees in the Maintenance Shop of the Facilities Division at the Department of Public Works;
- Manages, develops and performs budget planning and preparation in assigned area;
- Provides cost estimates on major projects planned and pending;
- Develops, recommends, and implements policies and procedures designed to increase the efficiency and effectiveness of facilities maintenance shop;
- Develops and assists in the implementation of facilities maintenance programs and preventative maintenance programs for schools and municipal buildings;
- Identifies facility repair needs and safety problems (OSHA);
- Completes cost/benefit analyses on new and pending equipment to determine their use to municipal operations;

1 City Hall Plaza • Human Resources Department • Manchester, New Hampshire 03101 • (603) 624-6543 •  
FAX: (603) 628-6065

E-mail: [HumanResources@ManchesterNH.gov](mailto:HumanResources@ManchesterNH.gov) • Website: [www.manchesternh.gov](http://www.manchesternh.gov)

- Provides for monitoring of facilities for security, mechanical problems and/or equipment malfunctions;
- Coordinates training of staff in job duties;

In consultation with the Chief Facilities Manager, and the Business Services Officer from Public Works, the Human Resources Department revised the Facilities Maintenance Supervisor to include the additional essential work duties and, based on a position review, a reclassification is indicated.

Therefore, the following reclassification is requested:

- Reclassify the Facilities Maintenance Supervisor, grade 20, at the Facilities Division, to a new salary grade 21.

Attached is a copy of the proposed class specification for the position, and an ordinance amendment establishing a new salary grade for your review and approval.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP  
Human Resources Director.

*Kevin A. Sheppard, P.E.*  
*Public Works Director*

*Timothy J. Clougherty*  
*Deputy Public Works Director*

*Josh Gagné*  
*Chief Facilities Manager*



*Commission*  
*Toni Pappas*  
*Patrick Robinson*  
*James Burkush*  
*Trixie Vazquez*  
*Armand Forest*

**CITY OF MANCHESTER**  
*Department of Public Works*  
*Facilities Division*

**To:** Kevin Sheppard  
**From:** Josh Gagne  
**Date:** December 8, 2020

Re: Desk Audit of Facilities Maintenance Supervisor Position

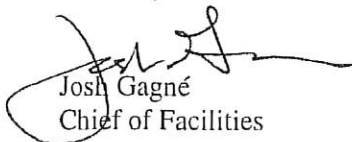
Kevin,

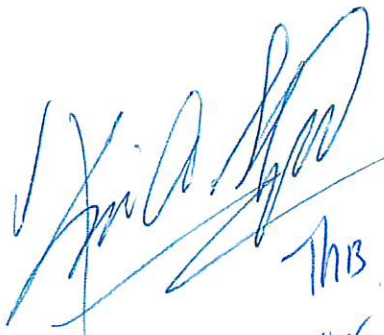
I am writing to request a desk audit of the Facilities Maintenance Supervisor position.

Facilities has undergone some changes as a result of the Department of Public Works greater restructuring over the past several years. Some of these changes have elevated the function and responsibilities of the Facilities Maintenance Supervisor. One of those changes was the elimination of the Building Maintenance Superintendent G21 position. While most of the accounting functions of that position were shifted to DPW-Finance personnel many of the remaining Building Maintenance Superintendent's functions were absorbed by the Facilities Maintenance Supervisor.

Currently, the position directs and provides administrative oversight to all operations and activities of the Building Maintenance Division and reports to the Chief of Facilities. Expanded, for example, is the use of the Maximo work-order system from prioritizing and assigning work orders to management of the entire work-order process for approximately 150 to 200 work orders per week. The management of this process now ties into budgeting activities and responsibilities.

Sincerely,

  
Josh Gagné  
Chief of Facilities

  
This will be managed w/in  
or FY'21 operating budget





# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Facilities Maintenance Supervisor
Class Code Number	5030 - 2 <u>1</u>

### General Statement of Duties

Manages the facilities maintenance functions ~~within~~ for schools and municipal buildings within the Facilities Division; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee and manage facilities maintenance operations to ensure the reliability and performance of all facilities and equipment in the schools and municipal buildings and to provide for a healthy, safe and pleasant public environment. Failure to properly execute these responsibilities can cause health problems for students and city staff, or even cause buildings or school to be shut down. The work is performed under the supervision and direction of the ~~Building Maintenance Superintendent~~ Chief of Facilities Manager but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees in the facilities maintenance section. There are five different trade skills he/she is required to supervise to include HVAC, controls, electrical, plumbing and structural. ~~Supervision is exercised over the work of all employees in the maintenance trades. There are five different trade skills he/she is required to supervise to include HVAC, controls, electrical, plumbing, and structural.~~ The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with Federal, State and local governmental officials, outside contractors, consultants, other City employees~~ss~~ and the public. The principal duties of this class are performed in both an indoor general office environment and an outdoor work environment, including construction sites, time in confined spaces and access to electrical and heating systems with potential personal hazards.

### Examples of Essential Work (illustrative only)

- Plans, organizes and directs the operations and activities of the Maintenance Shop Division within the Facilities Division;

- ~~Manages and S~~Manages and supervises personnel of the mechanical, plumbing, electrical and structural maintenance trades, including delegation of responsibility, prioritizing, assignment and review of routine and emergency work, providing technical assistance, administering discipline, evaluating performance and making hiring and termination recommendations;
- Manages, develops and performs budget planning and preparation in assigned area. Provides cost estimates on major projects planned and pending;
- Evaluates maintenance performance, activities and systems and implements necessary changes to programs, personnel assignments and equipment in order to increase efficiency and effectiveness within assigned operations and towards reaching the goal of healthy, clean and safe municipal buildings;
- Develops, recommends, and implements policies and procedures designed to increase the efficiency and effectiveness of facilities maintenance shop;
- Develops and assists in the implementation of facilities maintenance programs and preventative maintenance programs for schools and municipal buildings;
- Trains personnel for compliance with safety rules and regulations as directed by City and State policy and OSHA;
- Identifies facility repair needs and safety problems (OSHA);
- Completes cost/benefit analyses on new and pending equipment to determine their use to municipal operations;
- Provides for monitoring of facilities for security, mechanical problems and/or equipment malfunctions;
- Plans, prepares and administers maintenance and service contracts, including specification development, review of work to ensure compliance and managing the cost of contracts;
- Plans and organizes work activities, including prioritizing and delegating work and projects to each trade based on the nature of the work required, available staff time and expertise to perform required work;
- Reviews and approves work schedules and inspects completed work;
- Coordinates training of staff in job duties;
- Collects information to maintain records of each employees activities; all this information to be used in the employee development and appraisals; Collects information to maintain records of each employees activities; All this information to be used in employee development and appraisals
- Plans for and maintains state of the art facility maintenance systems;
- Monitors inventories, orders parts and maintains supplies and equipment used in building maintenance operations;
- Completes tests of fire safety systems;
- Prepares accurate reports and correspondence and reviews information prepared by staff relating to maintenance activities;
- Coordinates maintenance work with other sections as necessary;
- Manages budget for all repair work and gathers information used in budget preparation;
- Provides technical assistance in purchasing of equipment and supplies;
- Utilizes the Maximo computer aided maintenance management system to track and manage all incoming work requests to the Facilities Division.
- Oversees the Johnson Controls Building Automation System. This system controls the working and public environment of more than 2,000,000 square feet.



- Keeps updated on work order management software programs; Works with other software programs to efficiently monitor the City's utility spend. The City currently spends more than \$5,000,000 annually on utilities.
- Provides direct supervision for the Facilities Division's activities during emergencies and weather related events;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions; Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately -informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends -meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to internal and external customers' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

**Required Knowledge, Skills and Abilities**  
(at time of appointment)

- Comprehensive knowledge of building maintenance and procedures.
- Comprehensive knowledge of the proper operation, maintenance and repair of HVAC, electrical, refrigeration, plumbing, steam generation, roofing, structural and other related building systems and the equipment required to repair those systems;
- Comprehensive knowledge of applicable tools used in building maintenance activities;
- Comprehensive knowledge of programmable controls and automatic operating systems;
- Comprehensive knowledge of standard maintenance safety and OSHA standards and proper and safe procedures, methods and techniques of installing, maintaining, and repairing electrical equipment and systems;
- Comprehensive knowledge of Federal, State and local codes and guidelines affecting the operation of heating, ventilation, refrigeration systems, mechanical, plumbing and electrical systems;
- Thorough knowledge of building construction methods;
- Thorough knowledge of school building standards;
- Thorough knowledge of environmental facilities hazards.
- Thorough knowledge of budgetary principles within a municipality and of work order management systems;
- Thorough knowledge of public and private purchasing policies and procurement procedures;
- Some Thorough knowledge of the skilled trades areas of welding, carpentry and related;
- Ability to read blueprints;
- Ability to supervise, train, evaluate, develop and coordinate the work of others;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;

- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.
- ~~Knowledge of applicable tools used in building maintenance activities;~~
- Ability to recognize problems and create solutions without supervision or assignment as necessary;
- ~~Ability to manage the procurement and financial requirements of the job.~~

#### Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate of Applied Science Degree, ~~(Engineering)~~, or related field; and
- Extensive experience in building maintenance operations and equipment and some supervisory experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.
- Master Electrician's License or Master Plumbing License

#### Required Special Qualifications

- On-call status;
- Valid New Hampshire Driver's License;
- Master Electrician's License or Master Plumber's License preferred.

#### Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform supervisory and management functions;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform maintenance and repair functions as needed and operate hand and power tools associated with building maintenance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to work sites throughout the City at heights, on ladders, roofs and outside during extreme summer and winter conditions.

Approved by: BMA Date 2/16/10



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Facilities Maintenance Supervisor</b>
<b>Class Code Number</b>	<b>5030 - 21</b>

### General Statement of Duties

Manages the facilities maintenance functions for schools and municipal buildings within the Facilities Division; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee and manage facilities maintenance operations to ensure the reliability and performance of all facilities and equipment in the schools and municipal buildings and to provide for a healthy, safe and pleasant public environment. Failure to properly execute these responsibilities can cause health problems for students and city staff, or even cause buildings or school to be shut down. The work is performed under the supervision and direction of an assigned supervisor but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all employees in the facilities maintenance section. There are five different trade skills he/she is required to supervise to include HVAC, controls, electrical, plumbing and structural. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with Federal, State and local governmental officials, outside contractors, consultants, other City employees and the public. The principal duties of this class are performed in both an indoor general office environment and an outdoor work environment, including construction sites, time in confined spaces and access to electrical and heating systems with potential personal hazards.

### Examples of Essential Work (illustrative only)

- Plans, organizes and directs the operations and activities of the Maintenance Shop within the Facilities Division;

- Manages and supervises personnel of the mechanical, plumbing, electrical and structural maintenance trades, including delegation of responsibility, prioritizing, assignment and review of routine and emergency work, providing technical assistance, administering discipline, evaluating performance and making hiring and termination recommendations;
- Manages, develops and performs budget planning and preparation in assigned area. Provides cost estimates on major projects planned and pending;
- Evaluates maintenance performance, activities and systems and implements necessary changes to programs, personnel assignments and equipment in order to increase efficiency and effectiveness within assigned operations and towards reaching the goal of healthy, clean and safe municipal buildings;
- Develops, recommends, and implements policies and procedures designed to increase the efficiency and effectiveness of facilities maintenance shop;
- Develops and assists in the implementation of facilities maintenance programs and preventative maintenance programs for schools and municipal buildings;
- Trains personnel for compliance with safety rules and regulations as directed by City and State policy and OSHA;
- Identifies facility repair needs and safety problems (OSHA);
- Completes cost/benefit analyses on new and pending equipment to determine their use to municipal operations;
- Provides for monitoring of facilities for security, mechanical problems and/or equipment malfunctions;
- Plans, prepares and administers maintenance and service contracts, including specification development, review of work to ensure compliance and managing the cost of contracts;
- Plans and organizes work activities, including prioritizing and delegating work and projects to each trade based on the nature of the work required, available staff time and expertise to perform required work;
- Reviews and approves work schedules and inspects completed work;
- Coordinates training of staff in job duties;
- Collects information to maintain records of each employee's activities; all this information to be used in the employee development and appraisals; Plans for and maintains state of the art facility maintenance systems;
- Monitors inventories, orders parts and maintains supplies and equipment used in building maintenance operations;
- Completes tests of fire safety systems;
- Prepares accurate reports and correspondence and reviews information prepared by staff relating to maintenance activities;
- Coordinates maintenance work with other sections as necessary;
- Provides technical assistance in purchasing of equipment and supplies;
- Utilizes the Maximo computer aided maintenance management system to track and manage all incoming work requests to the Facilities Division.
- Oversees the Johnson Controls Building Automation System. This system controls the working and public environment of more than 2,000,000 square feet.
- Keeps updated on work order management software programs;
- Provides direct supervision for the Facilities Division's activities during emergencies and weather related events;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions; Keeps immediate supervisor and



- designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to internal and external customer questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<b>Required Knowledge, Skills and Abilities</b> <b>(at time of appointment)</b>
--

- Comprehensive knowledge of building maintenance and procedures.
- Comprehensive knowledge of the proper operation, maintenance and repair of HVAC, electrical, refrigeration, plumbing, steam generation, roofing, structural and other related building systems and the equipment required to repair those systems;
- Comprehensive knowledge of applicable tools used in building maintenance activities;
- Comprehensive knowledge of programmable controls and automatic operating systems;
- Comprehensive knowledge of standard maintenance safety and OSHA standards and proper and safe procedures, methods and techniques of installing, maintaining, and repairing electrical equipment and systems;
- Comprehensive knowledge of Federal, State and local codes and guidelines affecting the operation of heating, ventilation, refrigeration systems, mechanical, plumbing and electrical systems;
- Thorough knowledge of building construction methods;
- Thorough knowledge of school building standards;
- Thorough knowledge of environmental facilities hazards.
- Thorough knowledge of budgetary principles within a municipality and of work order management systems;
- Thorough knowledge of public and private purchasing policies and procurement procedures;
- Some knowledge of the skilled trades areas of welding, carpentry and related;
- Ability to read blueprints;
- Ability to supervise, train, evaluate, develop and coordinate the work of others;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logic and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;

- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.
- Ability to recognize problems and create solutions without supervision or assignment as necessary;

#### **Acceptable Experience and Training**

- Graduation from an accredited college or university with an Associate of Applied Science Degree, or related field; and
- Extensive experience in building maintenance operations and equipment and some supervisory experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.
- 

#### **Required Special Qualifications**

- On-call status;
- Valid New Hampshire Driver's License;
- Master Electrician's License or Master Plumber's License preferred.

#### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform supervisory and management functions;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to perform maintenance and repair functions as needed and operate hand and power tools associated with building maintenance;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to work sites throughout the City at heights, on ladders, roofs and outside during extreme summer and winter conditions.

Approved by: \_\_\_\_\_ BMA Date 2/16/10

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and twenty-one*

**AN ORDINANCE**

“Amending Section 33.025, & 33.026 (Facilities Maintenance Supervisor) of the Code of Ordinances of the City of Manchester.”

SECTION 33.025 COMPENSATION OF POSITIONS to be amended as follows:

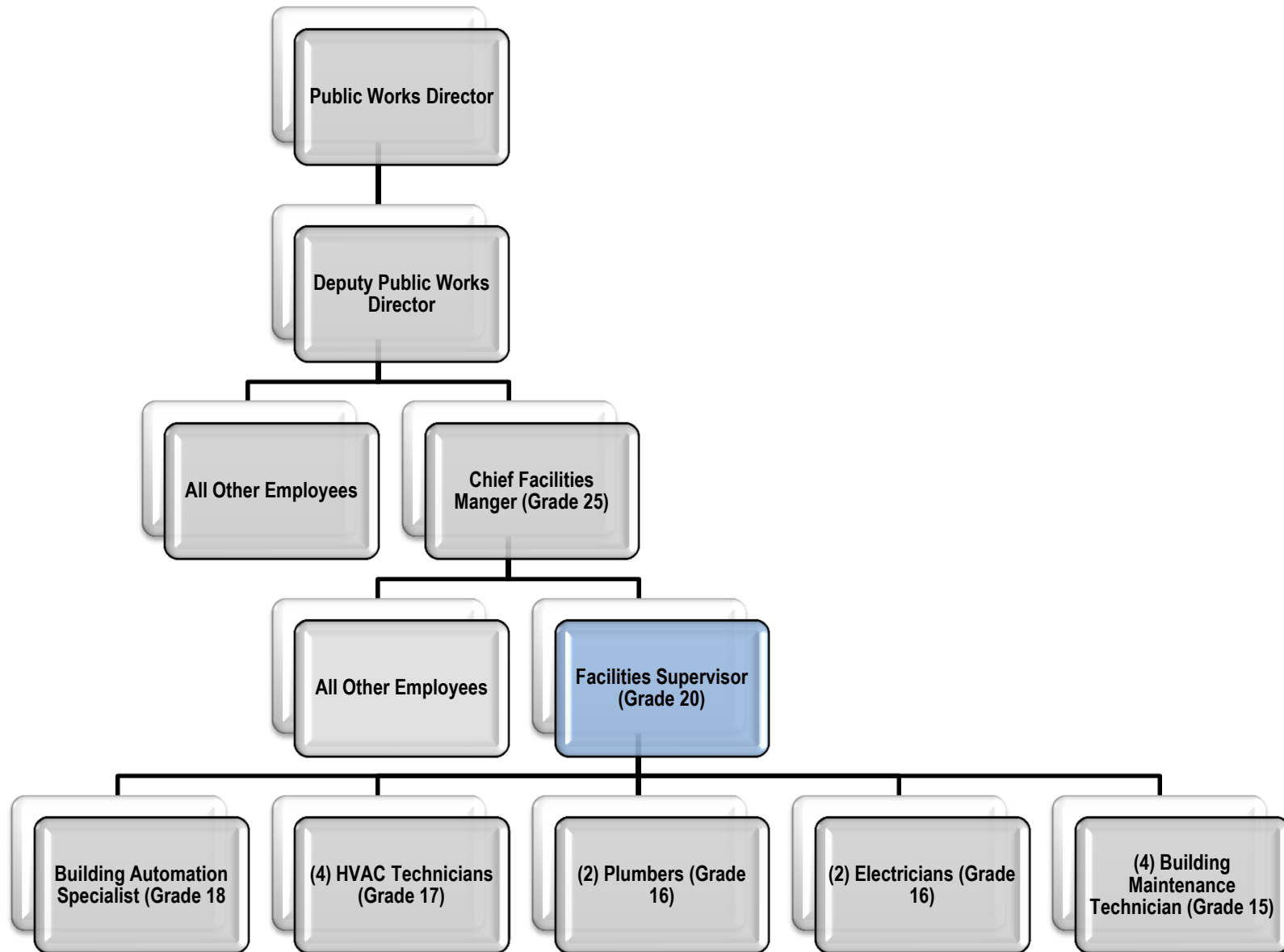
Change Facilities Maintenance Supervisor, Class Code 5030, Grade 21,

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Facilities Maintenance Supervisor, Class Code 5030, Grade 21 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

# Org Chart (Before)



## **To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Human Resources/Insurance respectfully recommends, after due and careful consideration, that the request from Fire Chief Goonan to add one Deputy Chief position, grade 26, to his complement and eliminate one District Chief, grade 25, be approved.

*(Aldermen Stewart, Barry and Cavanaugh voted yea; Aldermen Roy and Hirschmann voted nay)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand". The signature is fluid and cursive, with a long horizontal stroke at the end.

Clerk of Committee



*Kathleen Ferguson*  
*Human Resources Director*



## **CITY OF MANCHESTER**

### **Human Resources Department**

January 19, 2021

Alderman Will Stewart, Chair  
Human Resources and Insurance Committee  
City of Manchester  
One City Hall Plaza  
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Fire Chief Daniel Goonan has submitted a request to add one new Deputy Fire Chief (9115) grade 26 to the Fire Department's complement for consideration by the Human Resources and Insurance Committee. The new position would allow the Chief and Assistant Chief to more effectively manage the administrative duties connected with operations and strategic planning.

It is the intent of the Fire Chief, to promote a Fire District Chief (9110) grade 25 internally, and once the promotion takes effect, the vacant Fire District Chief position would be eliminated. This would leave four (4) District Fire Chief positions instead of five (5) in the Fire Department complement.

Chief Goonan has confirmed the change in the organizational structure would not negatively impact the FY 2021 budget.

Human Resources recommends the following to the Fire Department complement:

- Add one (1) Deputy Fire Chief (9115) grade 26
- Eliminate one (1) Fire District Chief (9110) grade 25

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP  
Human Resources Director

**Daniel A. Goonan**  
Chief of Department



**Andre R. Parent**  
Assistant Chief

**City of Manchester**  
*Fire Department*

January 15, 2021

Kathleen Ferguson, Director  
Human Resources  
One City Hall Plaza  
Manchester, NH 03101

Dear Kathy,

I am requesting authorization to add a Deputy Chief Position (Labor Grade 26) to the Fire Department compliment. In order to accomplish this without adding to overall compliment of the Fire Department, we are proposing that once this new position is added we reduce the number of District Chiefs to from the existing 5 to 4 positions.

The proposed Deputy Chief position would oversee the day to day Fire/EMS operations. Additionally, this position would have general oversight of the Training and Fire Prevention Divisions, and outreach efforts. This would allow the Assistant Chief and me to more effectively manage the administrative duties necessary for the overall Fire Department operations and strategic planning. The proposed Deputy Chief would answer to the Assistant Chief. Administration/Business Services, the Communications Division and Maintenance Division would still answer directly to the Assistant Chief.

In terms of budgeting, the addition of this position would be budget neutral, even with the increased labor grade. The position would be salaried and no longer qualify for overtime, vacation buy-back, or holiday pay. The proposed position would be expected to work during normal business hours.

Sincerely,

Daniel A. Goonan  
Chief of Department

Deputy Chief (Grade 26, Step 16):	\$ 128,537.68
Current Annual District Chief Salary (Grade 25, Step 12):	\$ 113,720.88
Holidays:	\$ 6,014.09
Sick Leave Incentive:	\$ 2,186.94
Overtime*:	\$ 2,186.94
Vacation Buy Back:	\$ 6,560.82
	<u>\$ 130,669.67</u>
Difference:	<u><u>\$ (2,131.99)</u></u>

\* to date



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Deputy Fire Chief</b>
<b>Class Code Number</b>	<b>9115-26</b>

### General Statement of Duties

Plans, organizes and oversees inspection, training, hazmat, investigations and related operations for the Manchester Fire Department; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure proper training and use of professional operations in the areas of investigations, prevention, training and related. The work is performed under the supervision and direction of both the [Assistant Fire Chief](#) and Fire Chief but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all Fire personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community groups, other emergency personnel, State and Federal officials, representatives of the media and the public. The principal duties of this class are performed in a general office environment, with occasional work time spent as an incident commander at emergency scenes where the employee is exposed to hazardous materials, large quantities of smoke, proximity to heavy traffic areas during vehicle accidents, exposure to cold/high current waterways, intense heat and direct exposure to flames, proximity to (or inclusion in) falling/decimated structures, high altitude rescues, extreme weather conditions, exposure to blood borne pathogens and other diseases and an environment in which the employee is subject to potential personal danger.

**Examples of Essential Work**  
(illustrative only)

- Plans, organizes, coordinates and implements short and long term planning operations in all aspects of emergency services delivery within the Manchester Fire Department;
- Schedules training programs to ensure all Fire personnel have access to current resources needed for emergency service delivery;
- Develops policies and standards for scene operations and safety practices in alignment with current standards and principles;
- Serves as the Incident Safety Officer on fire incidents, technical rescues, hazardous materials incidents and related;
- Determines training levels and abilities among all ranks within the Fire Department and implements training directed at improving skills in core areas;
- Develops specifications for apparatus, protective equipment and clothing specifications and related;
- Conducts research and development for fire, rescue, HAZ MAT, EMS and related emergency services programs to ensure Manchester Fire personnel have access to all current resources relating to training and operational issues;
- Supervises testing of equipment to monitor standards needed for operations;
- Trains Firefighters and Fire Officers in fire suppression operations, extrication techniques, hazardous materials mitigation, incident scene management and related;
- Evaluates and trains other Fire personnel involved in training activities;
- Develops course curriculum and acts as safety officer at emergency incidents;
- Supervises and instructs Fire Department Rookie Schools;
- Instructs technical rescue courses, including water rescue, heights rescue, confined space rescue, ice rescue, structural collapse, natural disasters and related;
- Instructs Firefighting classes involving all types of emergency response situations;
- Serves as a member of the Departmental Safety Committee;
- Trains members of the Manchester Police Department in job components relating to emergency rescue situations;
- Organizes, initiates and implements large scale training exercises involving mock emergency rescue situations;
- Develops Divisional budget, manages various financial accounts and related;
- Negotiates collective bargaining agreements;
- Evaluates and counsel's personnel;
- Serves as an incident commander under the Incident Command System, assuming full responsibility for instructions, techniques and strategies for the implementation of fire suppression, firefighting and other related emergency response situations;
- Ensures discipline within the command structure through the development, implementation and monitoring of policies directed at the quasi-military structure of the Fire Department;
- Conducts staff meetings with District Chiefs to review daily work schedules and discuss shift activities;
- Ensures sufficient Fire personnel are on shift and arranges for replacements as necessary;



- Performs inspections on vehicles, equipment, alarms, uniforms and other emergency components of the Fire Department;
- Oversees District Chiefs and Shift Commanders in the completion of their responsibilities;
- Assumes the duties and responsibilities of the position of [the Assistant](#) Fire Chief in the event of absence and/or vacancy;
- Provides analysis of Fire Department operations using complex statistical methodologies to determine the efficiency and effectiveness of emergency services as they relate to response time, staffing needs, service delivery, Fire personnel injuries, newly implemented operations, equipment implementation, grant administration and related;
- Coordinates integration of the Fire Department with technology initiatives City-wide;
- ~~Assumes the duties and responsibilities of the position of Fire Chief in the event of absence and/or vacancy.~~
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
---

- Comprehensive knowledge of the Manchester Fire Department rules and regulations;
- Comprehensive knowledge of the Manchester Fire Department Standard Operational Procedure Manual;
- Comprehensive knowledge of the City of Manchester Code of Ordinances Title IX (fire prevention codes);
- Comprehensive knowledge of training techniques and instructional methods;
- Comprehensive knowledge of personnel management and motivational techniques;
- Comprehensive knowledge of the geography of the City of Manchester and surrounding areas, including hydrant locations, the layout and location of public utilities and potentially hazardous materials and substances;
- Comprehensive knowledge of current fire suppression and firefighting techniques, EMS and hazardous materials response operations, including all related equipment;
- Comprehensive knowledge in the use of the publications of *NFPA 704*, *DOT Emergency Response Guidebook*, *Environmental Protection Agency Labels*, *Occupational Safety and Health Labels* and *Material Safety Data Sheets (MSDS)*;
- Thorough working knowledge of all equipment used in Fire Department activities, including fire pumpers, snorkel trucks, aerial platforms, straight ladder trucks, ladder trucks

- with tillers, rescue units, rescue boats, axes (flat head, pick, pry), pike poles, plaster hooks, battering rams, chain saws, ladders, fire hoses (including nozzles, valves and related), vehicle extrication devices, emergency protective equipment, self-contained breathing apparatus (SCBA), heights rescue equipment, air tools and emergency medical equipment;
- Thorough knowledge of fire records systems, communications equipment and use, fire computer applications and fire reporting procedures;
  - Thorough knowledge of hydraulics as applied to water delivery;
  - Thorough knowledge of all safety practices involved in fire suppression and firefighting;
  - Ability to speak clearly and distinctly in conducting training and instructions operations;
  - Skill in performing firefighting duties, including fires in all structural types, high altitude rescues, vehicle extraction, emergency medical services and related;
  - Ability to supervise, train, evaluate and coordinate the work of others;
  - Ability to work under extremely stressful situations which result from a building fire, emergency medical and hazardous materials responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property;
  - Ability to work within a command structure requiring strict adherence to the following of orders;
  - Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
  - Ability to understand and follow oral and/or written policies, procedures and instructions;
  - Ability to prepare and present accurate and reliable reports containing findings and recommendations;
  - Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
  - Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
  - Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
  - Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
  - Integrity, ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

- Graduation from an accredited college or university with a Bachelor's Degree in Fire Sciences, Public Administration, Fire Protection, Fire Protection Engineering, Investigation or other fire service related degree, Business Administration, Management, Administration, Medical Services such as a Registered Nurse, Physician Assistant, Paramedic, Engineering or directly related field; and
- Extensive experience in the Fire services to include supervisory experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

**Required Special Qualifications**

- United States citizen;
- Class B CDL with air brake endorsement;
- Emergency Medical Technician certificate.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, including during emergency situations which may involve a high degree of noise and confusion associated with disaster situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform firefighting duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment used in firefighting, rescue persons from burning structures and related emergency situations, provide emergency medical treatment, operates vehicles and related;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform all duties involved in protecting lives and property, including physical strength to perform strenuous exertion during sustained periods of time, lift and drag at least 140 pounds and lift 50 pounds on a regular basis.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Revised by: BMA Date: 11/07/07



# City of Manchester, New Hampshire

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

<b>Class Title</b>	<b>Deputy Fire Chief</b>
<b>Class Code Number</b>	<b>9115-26</b>

### General Statement of Duties

Plans, organizes and oversees inspection, training, hazmat, investigations and related operations for the Manchester Fire Department; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to ensure proper training and use of professional operations in the areas of investigations, prevention, training and related. The work is performed under the supervision and direction of both the Assistant Fire Chief and Fire Chief but extensive leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of all Fire personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community groups, other emergency personnel, State and Federal officials, representatives of the media and the public. The principal duties of this class are performed in a general office environment, with occasional work time spent as an incident commander at emergency scenes where the employee is exposed to hazardous materials, large quantities of smoke, proximity to heavy traffic areas during vehicle accidents, exposure to cold/high current waterways, intense heat and direct exposure to flames, proximity to (or inclusion in) falling/decimated structures, high altitude rescues, extreme weather conditions, exposure to blood borne pathogens and other diseases and an environment in which the employee is subject to potential personal danger.

<b>Examples of Essential Work</b> (illustrative only)
--

- Plans, organizes, coordinates and implements short and long term planning operations in all aspects of emergency services delivery within the Manchester Fire Department;
- Schedules training programs to ensure all Fire personnel have access to current resources needed for emergency service delivery;
- Develops policies and standards for scene operations and safety practices in alignment with current standards and principles;
- Serves as the Incident Safety Officer on fire incidents, technical rescues, hazardous materials incidents and related;
- Determines training levels and abilities among all ranks within the Fire Department and implements training directed at improving skills in core areas;
- Develops specifications for apparatus, protective equipment and clothing specifications and related;
- Conducts research and development for fire, rescue, HAZ MAT, EMS and related emergency services programs to ensure Manchester Fire personnel have access to all current resources relating to training and operational issues;
- Supervises testing of equipment to monitor standards needed for operations;
- Trains Firefighters and Fire Officers in fire suppression operations, extrication techniques, hazardous materials mitigation, incident scene management and related;
- Evaluates and trains other Fire personnel involved in training activities;
- Develops course curriculum and acts as safety officer at emergency incidents;
- Supervises and instructs Fire Department Rookie Schools;
- Instructs technical rescue courses, including water rescue, heights rescue, confined space rescue, ice rescue, structural collapse, natural disasters and related;
- Instructs Firefighting classes involving all types of emergency response situations;
- Serves as a member of the Departmental Safety Committee;
- Trains members of the Manchester Police Department in job components relating to emergency rescue situations;
- Organizes, initiates and implements large scale training exercises involving mock emergency rescue situations;
- Develops Divisional budget, manages various financial accounts and related;
- Negotiates collective bargaining agreements;
- Evaluates and counsel's personnel;
- Serves as an incident commander under the Incident Command System, assuming full responsibility for instructions, techniques and strategies for the implementation of fire suppression, firefighting and other related emergency response situations;
- Ensures discipline within the command structure through the development, implementation and monitoring of policies directed at the quasi-military structure of the Fire Department;
- Conducts staff meetings with District Chiefs to review daily work schedules and discuss shift activities;
- Ensures sufficient Fire personnel are on shift and arranges for replacements as necessary;
- Performs inspections on vehicles, equipment, alarms, uniforms and other emergency components of the Fire Department;
- Oversees District Chiefs and Shift Commanders in the completion of their responsibilities;



- Assumes the duties and responsibilities of the position of the Assistant Fire Chief in the event of absence and/or vacancy;
- Provides analysis of Fire Department operations using complex statistical methodologies to determine the efficiency and effectiveness of emergency services as they relate to response time, staffing needs, service delivery, Fire personnel injuries, newly implemented operations, equipment implementation, grant administration and related;
- Coordinates integration of the Fire Department with technology initiatives City-wide;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;"><b>Required Knowledge, Skills and Abilities</b> (at time of appointment)</p>
---

- Comprehensive knowledge of the Manchester Fire Department rules and regulations;
- Comprehensive knowledge of the Manchester Fire Department Standard Operational Procedure Manual;
- Comprehensive knowledge of the City of Manchester Code of Ordinances Title IX (fire prevention codes);
- Comprehensive knowledge of training techniques and instructional methods;
- Comprehensive knowledge of personnel management and motivational techniques;
- Comprehensive knowledge of the geography of the City of Manchester and surrounding areas, including hydrant locations, the layout and location of public utilities and potentially hazardous materials and substances;
- Comprehensive knowledge of current fire suppression and firefighting techniques, EMS and hazardous materials response operations, including all related equipment;
- Comprehensive knowledge in the use of the publications of *NFPA 704*, *DOT Emergency Response Guidebook*, *Environmental Protection Agency Labels*, *Occupational Safety and Health Labels* and *Material Safety Data Sheets (MSDS)*;
- Thorough working knowledge of all equipment used in Fire Department activities, including fire pumpers, snorkel trucks, aerial platforms, straight ladder trucks, ladder trucks with tillers, rescue units, rescue boats, axes (flat head, pick, pry), pike poles, plaster hooks, battering rams, chain saws, ladders, fire hoses (including nozzles, valves and related), vehicle extrication devices, emergency protective equipment, self-contained breathing apparatus (SCBA), heights rescue equipment, air tools and emergency medical equipment;

- Thorough knowledge of fire records systems, communications equipment and use, fire computer applications and fire reporting procedures;
- Thorough knowledge of hydraulics as applied to water delivery;
- Thorough knowledge of all safety practices involved in fire suppression and firefighting;
- Ability to speak clearly and distinctly in conducting training and instructions operations;
- Skill in performing firefighting duties, including fires in all structural types, high altitude rescues, vehicle extraction, emergency medical services and related;
- Ability to supervise, train, evaluate and coordinate the work of others;
- Ability to work under extremely stressful situations which result from a building fire, emergency medical and hazardous materials responses, including the responsibility for remaining calm and carrying out all duties with the recognition of the threat to life and property;
- Ability to work within a command structure requiring strict adherence to the following of orders;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

- Graduation from an accredited college or university with a Bachelor's Degree in Fire Sciences, Public Administration, Fire Protection, Fire Protection Engineering, Investigation or other fire service related degree, Business Administration, Management, Administration, Medical Services such as a Registered Nurse, Physician Assistant, Paramedic, Engineering or directly related field; and
- Extensive experience in the Fire services to include supervisory experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- United States citizen;
- Class B CDL with air brake endorsement;
- Emergency Medical Technician certificate.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively, including during emergency situations which may involve a high degree of noise and confusion associated with disaster situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to perform firefighting duties;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate equipment used in firefighting, rescue persons from burning structures and related emergency situations, provide emergency medical treatment, operates vehicles and related;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to perform all duties involved in protecting lives and property, including physical strength to perform strenuous exertion during sustained periods of time, lift and drag at least 140 pounds and lift 50 pounds on a regular basis.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Revised by: BMA Date: 11/07/07

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and twenty-one*

**AN ORDINANCE**

“Amending Section 33.026 (Deputy Fire Chief) of the Code of Ordinances of the City of Manchester.”

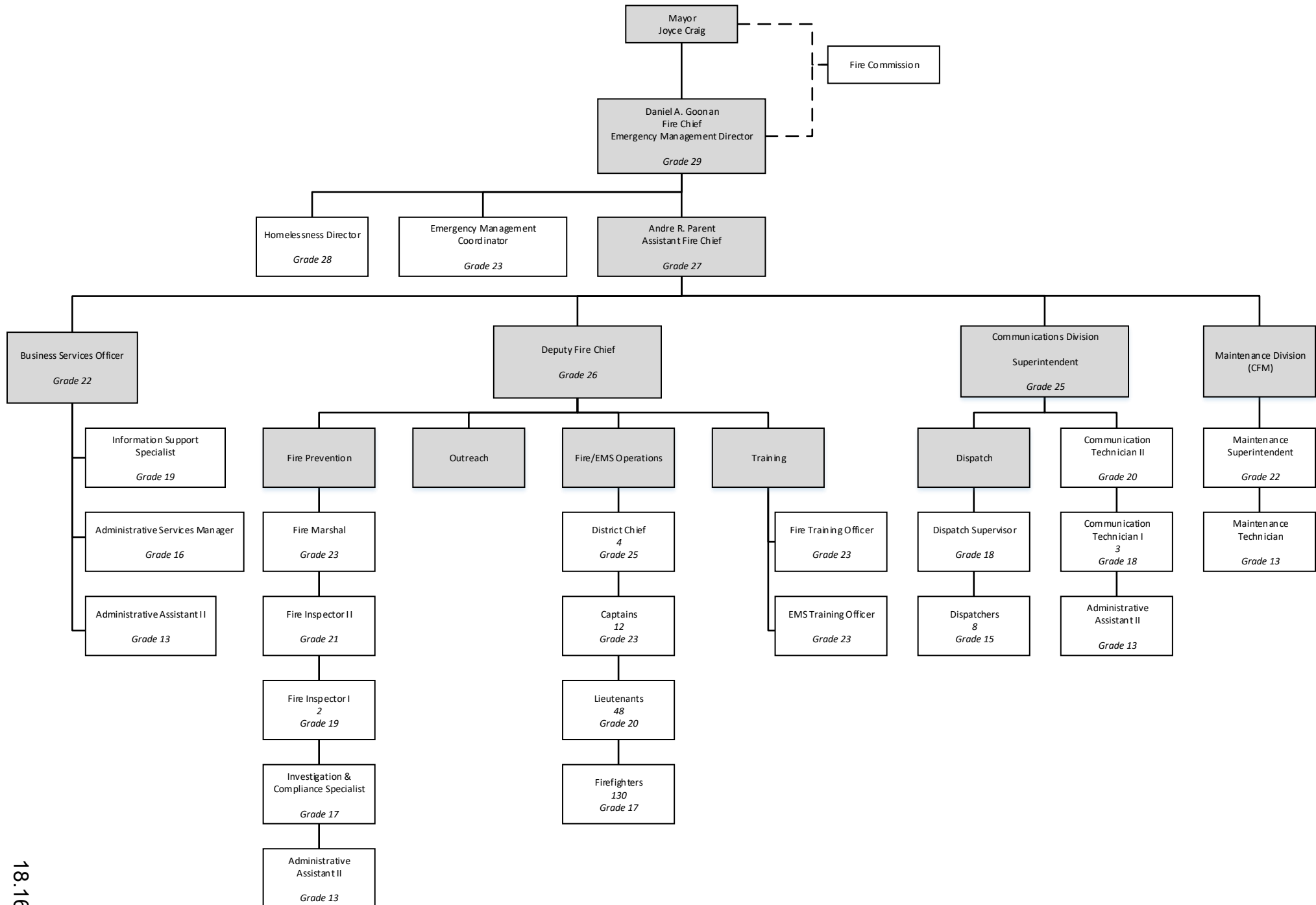
SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Deputy Fire Chief, Class Code 9115, Grade 26 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.

# Manchester Fire Department

## 2020 Organizational Chart





## **To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Human Resources/Insurance respectfully recommends, after due and careful consideration, that the request from the Health Department Chief Strategy Officer to add 2.5 full-time equivalent grant funded Community Health Worker positions (grade 15) to their complement be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand", with a stylized flourish at the end.

Clerk of Committee

*Kathleen Ferguson*  
*Human Resources Director*



**CITY OF MANCHESTER**  
**Human Resources Department**

January 21, 2020

Chairman Will Stewart  
Human Resources and Insurance Committee  
One City Hall Plaza  
Manchester, NH 03101

Dear Chair and HRIC Members:

The Health Department requests the addition of 2.5 FTE grant funded Community Health Workers (7005) – Grade 15. These positions are limited term and will not be added to the Health Department's complement. The grant funding awards were approved by the Board of Mayor and Aldermen in January 2021 (CIP 213421 & CIP 213621).

The proposed staffing additions will assist the City in responding to COVID-19 and SUD (Substance Use Disorder)/OUD (Opioid Use Disorder) Harm Reduction.

Since the positions will be grant funded with no financial match, they will not impact the Health Department's FY 2021 budget. In addition, the funding sources do not require these positions to be maintained at the end of the grant funding period.

**Recommendation:**

Add 2.0 FTE's, (Full Time Equivalents) new grant funded Community Health Workers (7005) - Grade 15 to the Health Department for COVID-19 Response.

Add 0.5 FTE new grant funded Community Health Worker (7005) – Grade 15 to the Health Department for SUD/OUD Harm Reduction.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP  
Human Resources Director

Attachments

*Anna J. Thomas, MPH*  
*Public Health Director*

*Philip J. Alexakos, MPH, REHS*  
*Chief Operations Officer*

*Jaime L. Hoebeke, MPH, MCHES*  
*Chief Strategy Officer*



**BOARD OF HEALTH**

*Reverend Richard D. Clegg*  
*Stephanie P. Hewitt, MSN, FNP-BC*  
*Robert G. Ross, DDS*  
*Ellen Tourigny, MEd*  
*Tanya A. Tupick, DO*

**CITY OF MANCHESTER**  
*Health Department*

**To:** Kathleen Ferguson, HR Director, City of Manchester

**From:** Jaime Hoebeke, MPH, MCHES  
Chief Strategy Officer, Manchester Health Department

**Date:** January 13, 2021

**RE: STAFFING PLAN** – CIP 213421 “NH Charitable Foundation/Community Health Workers” & CIP 213621 Manchester Crisis Response Unit – United in Harm Reduction“

In January 2021, the Health Department received two funding awards that were successfully approved by the Board of Mayor and Aldermen (CIP 213421 & CIP 213621).

Our intention is to hire for the following **grant funded, term limited** positions, to support our work relative to the new funding awards:

2.0 FTE – *Community Health Workers* (Grade 15) – COVID-19 Community Outreach, Testing, Vaccination, Primary Health Care Coordination, Family Supports (CIP 213421)

0.5 FTE – *Community Health Worker* (Grade 15) – Substance Use Disorder/Opioid Use Disorder Community Outreach, Care Coordination, Data Collection, Family Supports

Please note that we may contract some of these services with City and/or Community Partners. These positions are necessary to meet the deliverables and outcomes outlined within the funding sources. There is no requirement to maintain these positions at the end of the grant funding period.

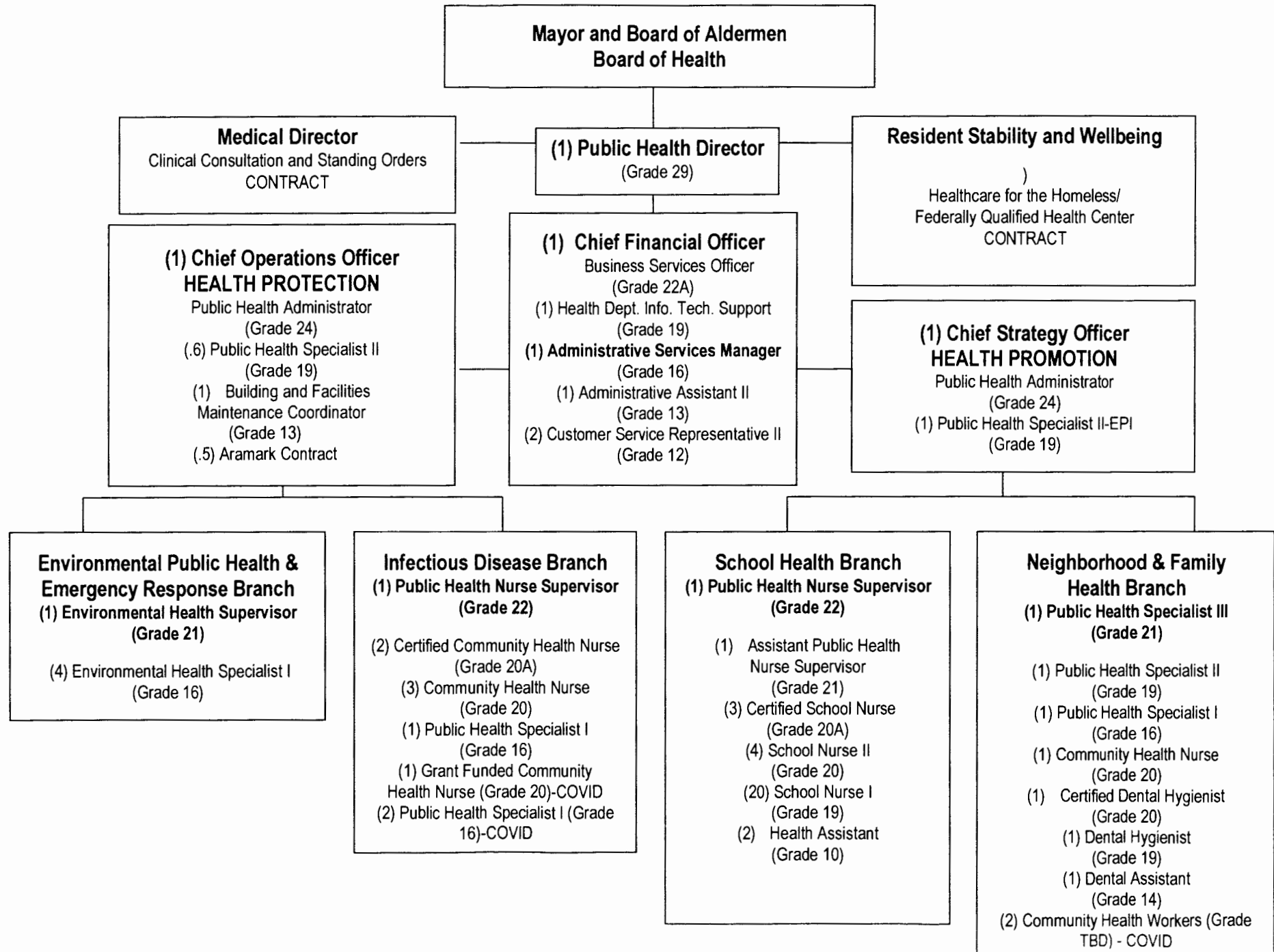


# CITY OF MANCHESTER HEALTH DEPARTMENT

## ORGANIZATIONAL CHART OF POSITIONS – October 2020 COVID-November 2022



**Public Health**  
Prevent. Promote. Protect.



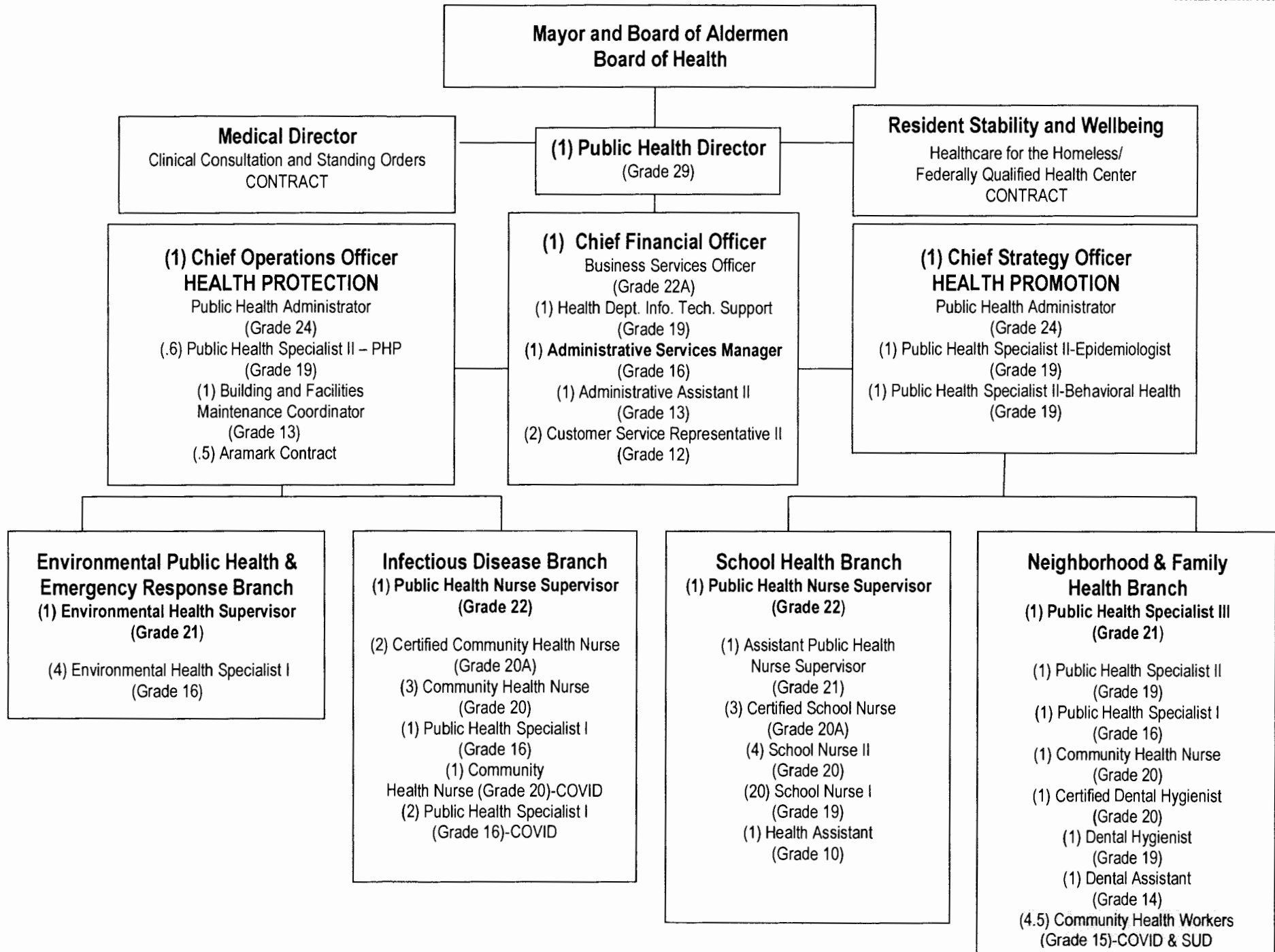


# CITY OF MANCHESTER HEALTH DEPARTMENT

## PROPOSED ORGANIZATIONAL CHART OF POSITIONS – February 2021 COVID-January 2023



**Public Health**  
Prevent. Promote. Protect.



## **To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Public Safety, Health and Traffic respectfully recommends, after due and careful consideration, that the following traffic regulations be approved:

### **NO PARKING ANYTIME**

On Dearborn Street, south side, from a point 40 feet west of  
Taylor Street to a point 80 feet further west

*Alderman Sapienza*

### **TWO HOUR PARKING 8 AM to 8 PM – MONDAY THROUGH SATURDAY**

On Martin Street, south side, from Claremont Avenue to a point  
20 feet west

*Alderman Shaw*

On Claremont Avenue, south side, from Martin Street to a point  
30 feet west

*Alderman Shaw*

*(Unanimous vote)*

Respectfully submitted,



Clerk of Committee



**To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Public Safety, Health and Traffic respectfully recommends, after due and careful consideration, that the request from the National MS Society to use Arms Lot on April 18, 2021 for their Walk MS Event be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Hammond", with a stylized flourish at the end.

Clerk of Committee



## City of Manchester Parking Division

Denise Boutilier  
Parking Manager  
[dboutilier@manchesternh.gov](mailto:dboutilier@manchesternh.gov)

January 11, 2021

Chairman William Barry  
Committee on Public Safety, Health and Traffic  
1 City Hall Plaza  
Manchester, NH 03101

RE: Request to use Arms Lot 4/18/2021  
National MS Society

Dear Chairman Barry:

I have received the following request for the Committee's review.

Emily Rivera of National MS Society is requesting the use of the Arms Lot as home base for their Walk MS. The event is scheduled for 04/18/2021. They anticipate 400 (+-) participants.

Cotton and Stark Mill Brewery have no issues with this request.

If you have any questions, please don't hesitate to ask.

Sincerely,

Denise Boutilier  
Parking Manager

**To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Public Safety, Health and Traffic respectfully recommends, after due and careful consideration, that the request from Millenium Running to use the Arms Lot on October 31, 2021 for their Trick or Trot 3K be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Harmond", with a stylized flourish at the end.

Clerk of Committee



## City of Manchester Parking Division

Denise Boutilier  
Parking Manager  
[dboutilier@manchesternh.gov](mailto:dboutilier@manchesternh.gov)

January 12, 2021

Chairman William Barry  
Committee on Public Safety, Health and Traffic  
1 City Hall Plaza  
Manchester, NH 03101

RE: Request to use Arms Lot 10/31/2021  
Trick or Trot – Millenium Running

Dear Chairman Barry:

I have received the following request for the Committee's review.

John Mortimer, Owner of Millenium Running, is requesting the use of a portion of the Arms Lot as home base for their Trick or Trot 3K road race. The event is scheduled for 10/31/21. They anticipate 1500 (+-) participants.

Cotton and Stark Mill Brewery have no issues with this request.

If you have any questions, please don't hesitate to ask.

Sincerely,

Denise Boutilier  
Parking Manager

**To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Public Safety, Health and Traffic respectfully recommends, after due and careful consideration, that the expanded outdoor seating plan for Elm Street be approved.

*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Harmond". The signature is fluid and cursive, with a long horizontal stroke at the end.

Clerk of Committee



# CITY OF MANCHESTER

## PLANNING AND COMMUNITY DEVELOPMENT

Planning & Land Use Management  
Building Regulations  
Code Enforcement Division  
Community Improvement Program  
Zoning Board of Adjustment

Leon L. LaFreniere, AICP  
Director

Pamela H. Goucher, AICP  
Deputy Director Planning & Zoning

Michael J. Landry, PE, Esq.  
Deputy Director Building Regulations

January 13, 2021

Board of Mayor and Aldermen  
One City Hall Plaza  
Manchester, New Hampshire 03101

### **Re: 2021 Expanded Seating on Elm Street**

Dear Honorable Board Members:

In response to the 'Governor's 'Stay at Home Order 2.0,' on July 7, 2020, the Board of Mayor and Alderman voted to temporarily expand outdoor dining areas for downtown businesses. Parking spaces and sidewalks were designated and reserved for safe outdoor dining service from July through November of 2020.

As the new year begins, and even as a vaccine for COVID-19 is being rolled out, the reality is that the difficulties caused by the pandemic may linger for months. In response to this situation, conversations including the Mayor's office, Alderman Long, the Parking Division of the Finance Department, the City Clerk's Office, the Highway Department, Intown Manchester, and the Manchester Chamber of Commerce have been held to assist in defining a possible response.

For the reasons stated, City staff requests that the Board consider approving a second year of expanded sidewalk and street seating at no cost to the businesses for the use of the parking spaces (businesses are expected to pay their yearly encumbrance fees). Feedback received from the restaurants availing themselves of this program has been quite positive. The additional capacity gained from outdoor dining options has allowed for increases in business volume while maintaining proper social distancing practices. Continuation of this program will demonstrate that the City is attempting to be part of the solution to support our locally owned small businesses and to help them survive during these difficult times. Staff suggests that the 2021 program be reinstated effective March 15 through November 7, 2021, weather permitting.

As always, it will fall to City staff to ensure pedestrian traffic will be safely accommodated and ADA requirements met. It's estimated that approximately 20 of the 120 parking spaces on Elm Street (between Bridge and Merrimack) would be blocked off with jersey barriers for outdoor seating - again, only in front of those businesses who request it. This number could be slightly higher or lower.

While parking availability is always a concern, the proposed option provides an opportunity for those businesses who want to expand outdoor seating to do so while also maintaining parking options for visitors to the downtown. In the wake of COVID-19, the City of Manchester has seen a decrease in requested parking passes as many businesses have moved to remote working arrangements, resulting in an increase in parking availability downtown. The City would typically generate approximately \$65/space/week in parking revenue. If 20 spaces are used for dining for 34 weeks between March 15 and November 7, the estimated lost revenue could be as high as \$44,200, but would significantly benefit our downtown restaurants during this difficult time.



With additional time for planning, City staff will be able to ensure the proposed street seating areas meet beatification standards, utilizing local artists to provide an attractive and cohesive appearance of the barriers and seating areas. The City will also be pursuing a street seating parklet pilot program for businesses interested in enhancing the parking spaces to further add to our vibrant downtown community. Attached are examples of street seating parklets constructed in other communities.

The proposed timeline of the 2021 expanded outdoor seating on Elm Street, contingent upon BMA approval, is as follows:

- Tuesday, January 19: Referral to the Public Safety, Health & Traffic Committee;
- Tuesday, February 2: Committee approval;
- Tuesday, February 16: Final BMA approval;
- Wednesday, February 16 – April 30: Businesses provide required information to the Clerk's Office (layout, number of parking spaces, etc.);
- Mid-March: Highway Department installs jersey barriers; and
- November: Highway Department picks up jersey barriers.

The goal is to help build a stronger downtown business climate and economy as restaurants deal with the effects of the pandemic on their businesses. Attached are testimonials and a rendering of how the layouts could look. City staff will be available during the meeting to answer questions from the Board.

Sincerely,



Jodie Nazaka, AICP  
Senior Planner

## **Business Testimonials Received December 2020**

*“Grateful for the expansion, and we were able to create an additional 30 seats outside. [...] I’ve heard from patrons and certainly us as a business would love to see this approach again next year [...]”*

### **- The Republic of Campo**

*“Expanded seating helped offset lost revenues tremendously in the early months. [...] The expanded seat gave a great vibe to the downtown area that I’ve never seen before and brought out a lot of local talent.”*

*“Pros: Being outside in the warm weather, less of a chance contracting Covid, Expanded our operational real estate, Creative, Gave downtown a new life.”*

### **- The Bookery**

*“Expanded seating helped offset lost revenues in the warmer months, and the expanded outdoor seating was key for us.”*

*Pros: Increased “capacity” makes the City and our business look inviting and innovative. It makes the City look good.”*

### **- Café la Reine**

# FUTURE STREET SEATING PARKLET PROGRAM – STRUCTURES

Examples from  
New England/Northeast





**BOSTON, MA**





**BOSTON, MA**





**BURLINGTON, VT**





**MONTPELIER, VT**





**NORTH ADAMS, MA**



## PORTLAND, ME







PUNTO  
URBAN ART MUSEUM

23.12

SALEM, MA







**SYRACUSE, NY**

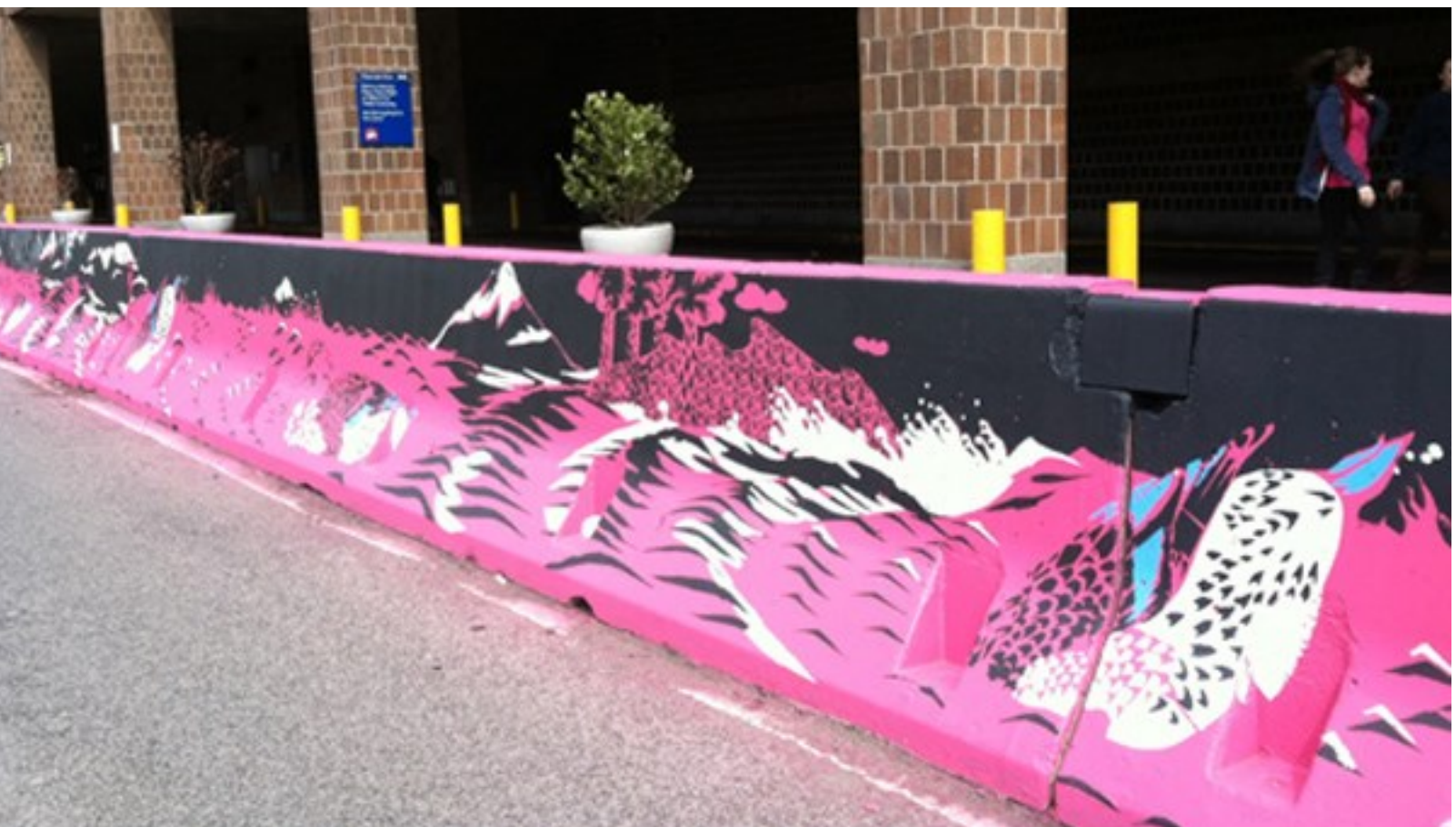
















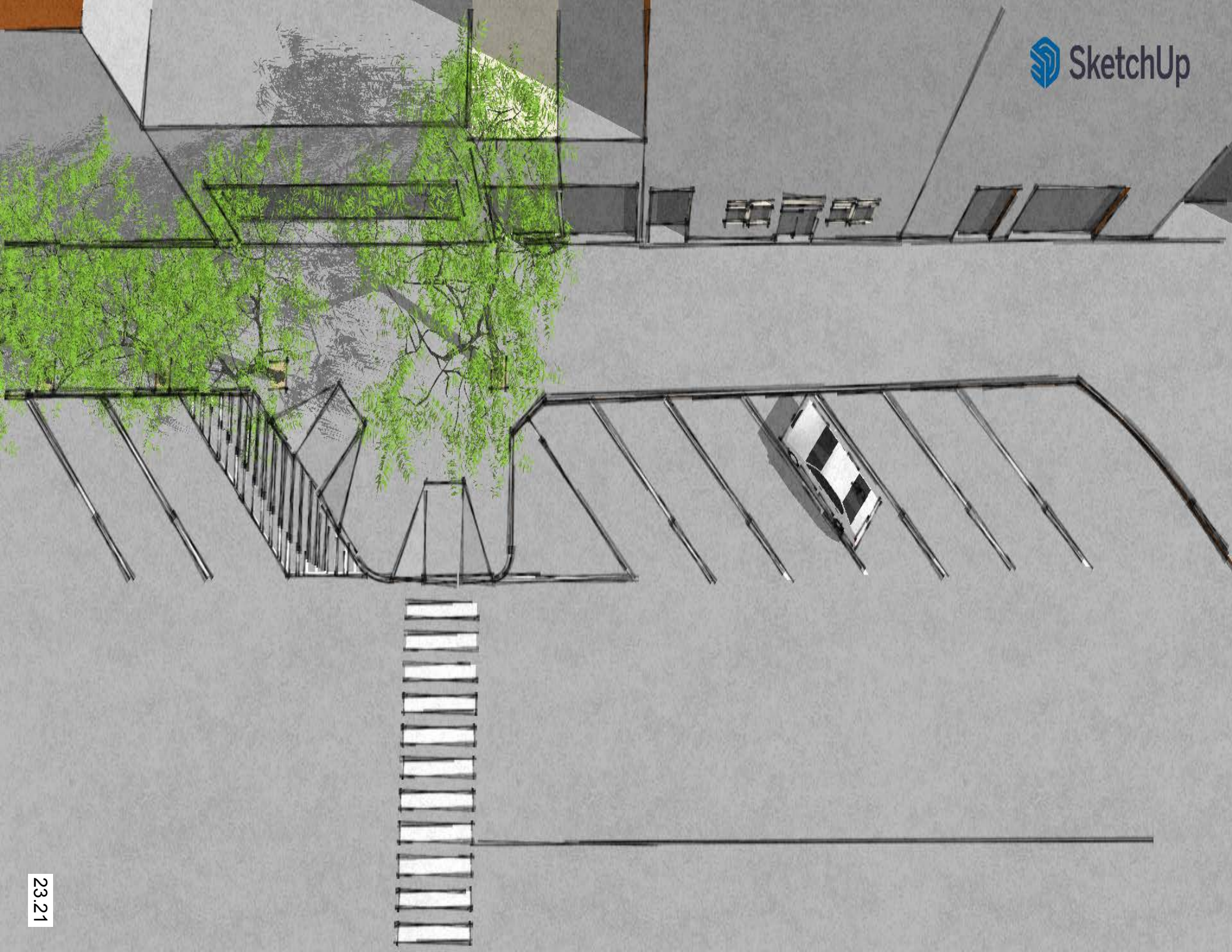




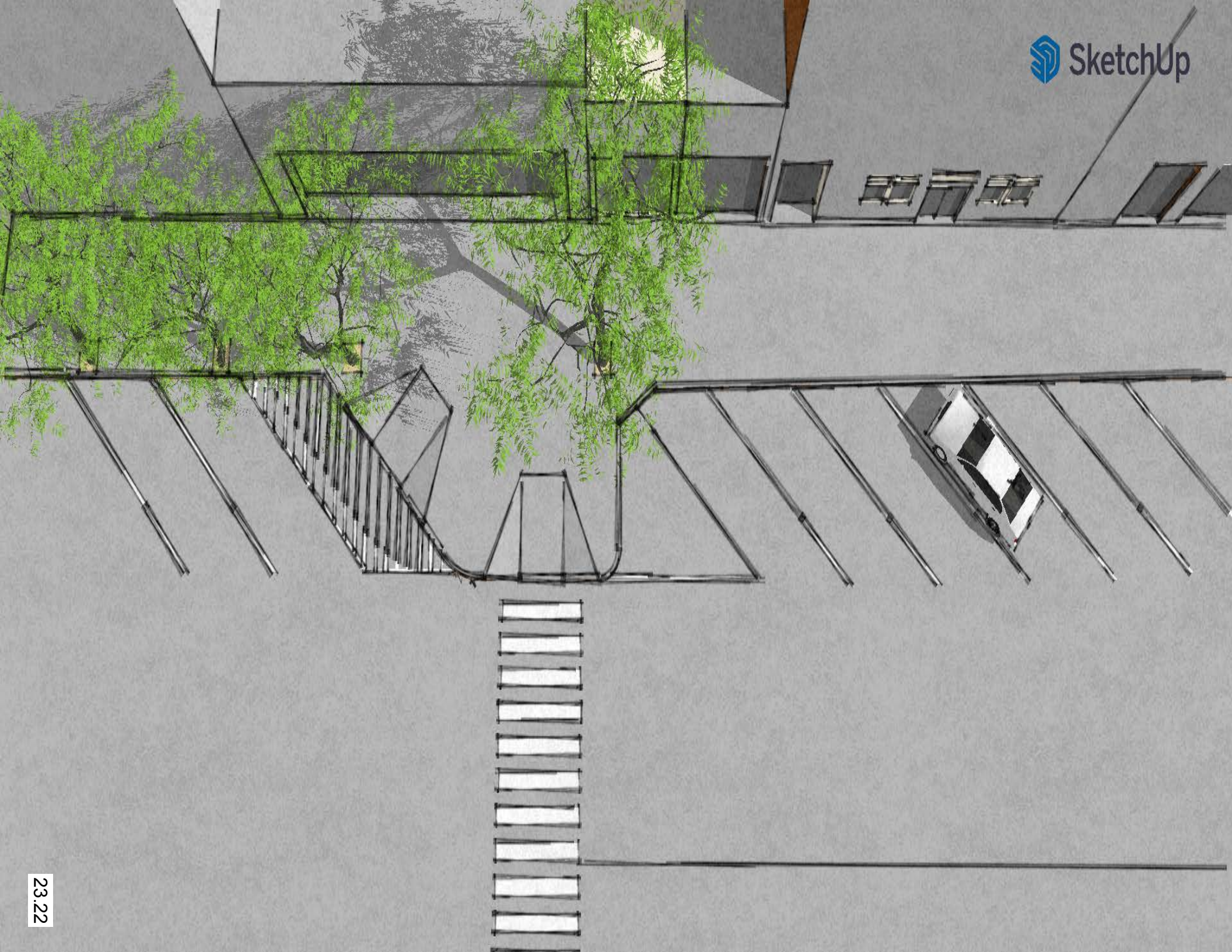




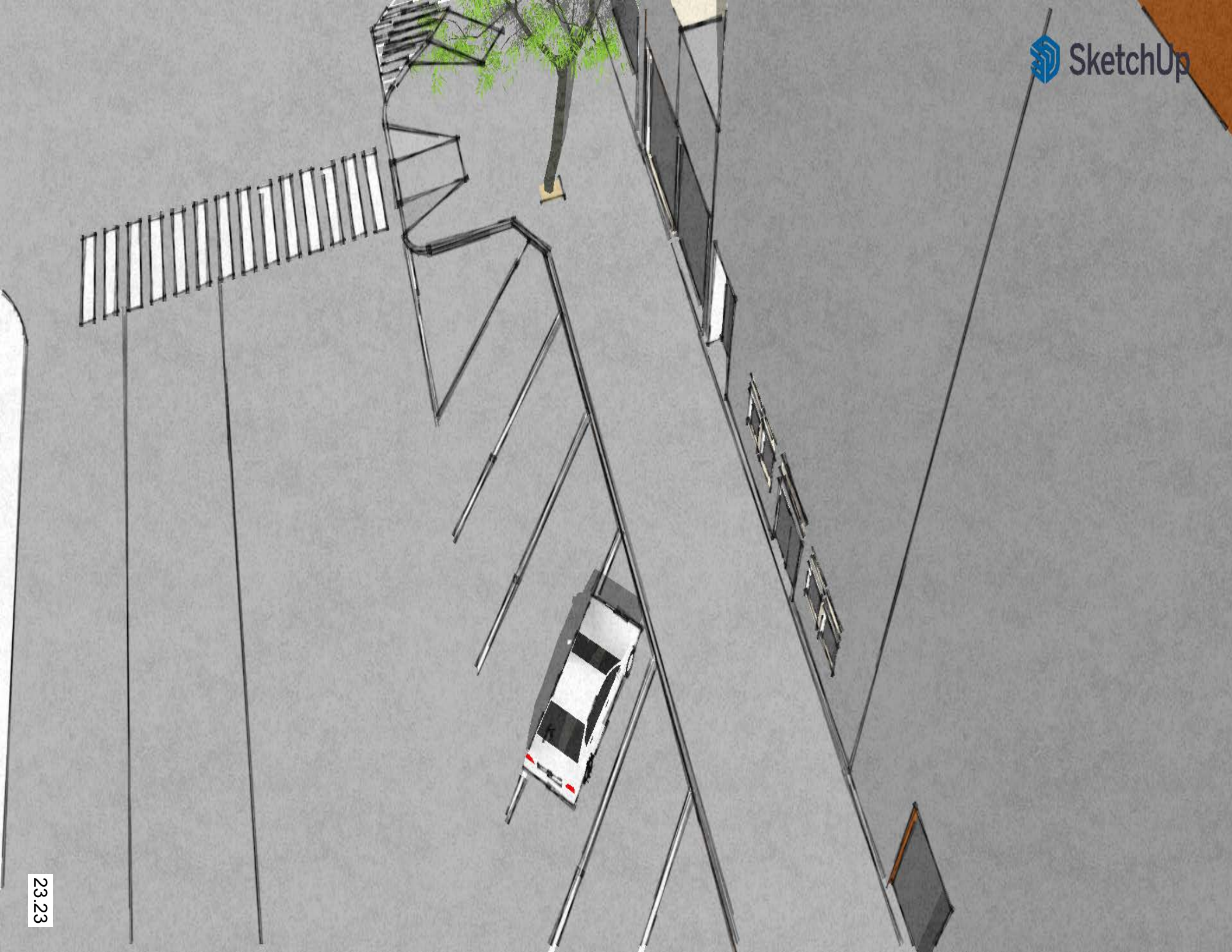
































## **To the Board of Mayor and Aldermen of the City of Manchester:**

The Committee on Public Safety, Health and Traffic respectfully recommends, after due and careful consideration, that ordinance amendment:

“Amending Chapter 130.13 Camping in Public Places by lowering the maximum fine for unlawful camping in public places.

ought to pass and be referred to the Committee on Bills on Second Reading for technical review.  
*(Unanimous vote)*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Matthew Normand", with a stylized flourish at the end.

Clerk of Committee






**CITY OF MANCHESTER**  
*Board of Aldermen*

**MEMORANDUM**

To: Committee on Public Safety, Health & Traffic  
*Aldermen Barry, Gamache, Stewart, and Long,*

From: Alderman Ross Terrio   
Ward 7

Date: January 20, 2021

Re: Proposal to Amend Penalty Provision – Camping in Public Places

At the last meeting of the Board of Mayor and Aldermen, we passed a new section within Chapter 130 General Offenses to prohibit camping in public places. The penalty provision in the new ordinance carries a fine of up to \$1,000. Upon review of our other City ordinances, there appears to be very few examples with the potential of a fine set this high. For consistency sake, I believe it would be more appropriate to amend the new ordinance with a fine of **up to \$250** as written in the attachment.

Thank you for your consideration.

# *City of Manchester* *New Hampshire*

*In the year Two Thousand and Twenty-One*

## **AN ORDINANCE**

“Amending Chapter 130.13: Camping In Public Places by lowering the maximum fine for unlawful camping in public places.”

**Be it Ordained, by the Board of Mayor and Aldermen of the City of Manchester, as follows:**

I. Amend the Code of Ordinances by deleting language stricken (-----) and inserting new language as bold (**bold**). Sections of Chapter 130 not reflected remain unchanged.

### **§130.13 CAMPING IN PUBLIC PLACES.**

(A) *Prohibitions.* It shall be unlawful for any person to use or cause to be used any of the streets, sidewalks, square or any other public place, excepting parks as governed by Chapter 96, as a camping place absent prior written permission from the Board of Mayor and Aldermen or its designee. As used in this provision, the term "camp" or "camping" shall mean the use of public property as a temporary or permanent place of dwelling, lodging or residence, or as a living accommodation at any time between sunset and sunrise as defined on the date of offense by the official government record, or as a sojourn that has not been authorized by the Board of Mayor and Aldermen or its designee. Indicia of camping may include, but are not limited to, any one or more of the following: storage of personal belongings; using tents, tarps or other temporary structures for sleeping or storage of personal belongings; hanging clothes line; carrying on cooking activities or making any fire in an unauthorized area; or any of such activities in combination with either sleeping or making preparations to sleep (including but not limited to the laying down of cots, cushions, sheets, blankets, sleeping bags or other bedding for the purpose of sleeping).

(B) *Enforcement.* The Manchester Police shall enforce this camping section only when the individual is on public property and there is an “available overnight shelter.” The term "available overnight shelter" shall mean that the person can, at the time of citation, go to a local homeless shelter, that said shelter has an available overnight space for the individual at no charge to the person, that said available overnight space will be available to that person upon their arrival and that the person is not barred for any reason including but not limited to bail conditions, protective orders, trespass orders, rules of the shelter, policies of the shelter, intoxication or impairment from going to the local homeless shelter. No person shall be cited unless and until a police officer receives confirmation of “available overnight shelter” as defined above, and the person has been advised that overnight shelter is available, warned that they will be cited should they not go to the “available overnight shelter” and continue to camp, and they have been given a reasonable opportunity to comply with the request. Reasonableness shall be judged based upon the specific facts of each case. If during the course of reasonably attempting to comply with request of the police officer to desist camping in a public place, the shelter bed becomes unavailable for any reason, the person shall not be cited. A police officer shall be required to conduct this inquiry each and every time prior to issuing a citation under this section.

(C) *Exceptions.* This section does not affect any other provision of the City of Manchester Code of Ordinances.

(D) *Penalty.* Any person who violates this provision shall be ~~sentenced under the provisions of §10.99 (a fine up to \$1,000)~~ **subject to a fine of up to \$250.**



## CITY OF MANCHESTER

*Joyce Craig*  
*Mayor*

### MEMORANDUM

To: Board of Mayor and Aldermen  
From: Mayor Joyce Craig  
Date: February 2, 2021  
Re: Nominations

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Pursuant to Section 3.14(b) of the City Charter, please find below the following nomination, which will layover to the next meeting of the Board pursuant to Rule 20 of the Board of Mayor and Aldermen:

#### **Highway Commission**

- Kathy Sullivan to replace Toni Pappas as a regular member, term to expire January 15, 2024

## **KATHLEEN N. SULLIVAN**

**CONTACT INFORMATION:** 192 South Mammoth Road, Manchester, NH 03109  
603-669-1435

**EDUCATION:** College of the Holy Cross, B.A. 1977  
Cornell University School of Law, J.D., 1981

**OCCUPATION:** Retired  
Formerly attorney with Wadleigh, Starr and Peters, 1981-2017

**COMMUNITY ACTIVITIES:** New Hampshire Ballot Law Commission, 2000 - present  
Manchester School District Charter Commission, 2019 - 2020  
New Hampshire Democratic Party, Chairman, 1999-2007  
Manchester Charter Commission, 1996  
N.H. Gaming Regulatory Oversight Authority, 2013 - 2014  
Member, Democratic National Committee, 2004 - 2020  
Former Trustee, Manchester Public Library  
Former Member, Manchester YWCA Board of Directors



*Matthew Normand*  
*City Clerk*



*JoAnn Ferruolo*  
*Assistant City Clerk*

*Lisa McCarthy*  
*Assistant City Clerk*

**CITY OF MANCHESTER**  
*Office of the City Clerk*

**MEMORANDUM**

TO: Board of Mayor and Aldermen

FROM: Matthew Normand  
City Clerk

DATE: January 26, 2021

RE: Periodic Charter Review

Pursuant to Section 8.03 of the City Charter, not less than once every ten years the Board of Mayor and Aldermen shall cause the question of charter revision to be considered by the voters. The last regular charter commission convened in 2012 and the question of charter revision must be presented to the voters no later than September 2022. Since our last commission however, at least four state laws have been amended to prohibit a special municipal election to be held on the same day as the state biennial election.

Should the board wait until next year to initiate this process, we will be required to hold a special, stand-alone citywide election to both send the question of charter revision to the voters and if passed, elect members to the commission on a day other than a regular election day with an estimated cost of \$60,000 for each election – this would be in addition to the costs associated with scheduled citywide state elections. In total, we would see election expenses surpass \$200,000 in FY23 and encounter significantly lower voter turnout for the special elections with this schedule.

Alternatively, I would recommend that the board consider starting the City Charter review process this Fall to align this process with our regularly scheduled municipal election cycle. The proposed timeline on the next page extends the entire process but provides the City with the opportunity to save significant money over the next two budget cycles, align the charter review process with regularly scheduled municipal elections to take advantage of peak voter turnout, and create a window on the back-end of this process (after the commission has concluded their work) to educate voters on any proposed charter amendments:

Statute section	Action	Timeline
49-B:4-e, I	For a charter revision, submit the question of establishing a charter commission to the voters in the same manner as provided in 49-B:3.	
49-B:3, III	Municipal officers “shall by order submit the question of establishment of the commission to the voters . . . In the case of municipalities with biennial elections, the question shall be submitted at either the next regular municipal election or at a special municipal election that is held not less than 60 days after the date of the order.”	Issue order by mid-July 2021.  Submit question to voters at “next regular municipal election” – city primary on Sept. 21, 2021.
49-B:4, I(a)	Within 5 days after recount or deadline for requesting recount, order special election on a Tuesday not less than 25 or more than 133 days thereafter.	Order special election to be held in conjunction with city election on November 2, 2021.
49-B:4, VI(b)(4)	File preliminary report by June 15 of the following year.	File preliminary report by June 15, 2022.
49-B:4-b, I(d)	File final report by September 15 of the year after the election.	File final report by September 15, 2022.
49-B:4-b, II	Submit charter to voters “at the next regular municipal election or at a special municipal election so long as such election is held at least 45 days after the filing of the final report.”	Submit charter to voters at “next regular municipal election” – city primary on September 20, 2023 or city election on November 7, 2023 (recommended).

*\* The NH Municipal Association and our Solicitor’s Office have reviewed this schedule for consistency with state law.*

One final point on this process for board members to keep in mind as they consider this process: RSA 49-B:6, II(a) and II(b) were amended in 2014 to allow for charter amendments, whether initiated by the board, or a commission, to be presented to the voters **separately** unless (1) two or more amendments are interdependent or (2) at the discretion of the Charter Commission, they wanted them voted together. Many commission proposals have failed in the past because prior statutory language required the amendments to all be voted on together regardless of whether passage of one affected another; this is no longer the case if the commission preferred separate votes for each amendment.

I understand that there are members of the board who would like to consider the recommendations presented by the School District Charter Commission last year. Nothing in this proposal precludes the Board of Mayor & Aldermen from also considering those proposed charter amendments and ultimately ordering amendments to a ballot in November. The proposal does, however, provide the board with an alternative path to navigate the mandated charter review through very challenging budget cycles over the next two fiscal years. A final decision is not required until the board meeting in early July.



**MANCHESTER SCHOOL DISTRICT**  
SCHOOL ADMINISTRATIVE UNIT NO. 37  
20 Hecker Street  
Manchester, NH 03102  
Telephone: 603.624.6300 • Fax: 603.624.6337

**Jennifer C. Gillis**  
Assistant Superintendent  
Operations

**John Goldhardt, Ed.D.**  
Superintendent of Schools

**Amy L. Allen**  
Assistant Superintendent  
Teaching, Learning and  
Leading

**Karen DeFrancis**  
Chief Financial Officer

To: Mayor Joyce Craig  
% the City Clerk's Office

From: Angela M. Carey  
Clerk of the Board of School Committee

Date: January 26, 2021

Re: Manchester Board of School Committee and Manchester Certified Instructors NEA-NH  
Association Tentative Agreement

At the January 25, 2021 Board of School Committee meeting, the board voted to approve the  
Manchester Board of School Committee and Manchester Certified Instructors NEA-NH Association  
Tentative Agreement.

cc: Dr. John Goldhardt, Superintendent of Schools  
Karen DeFrancis, Business Administrator

*It is the policy of the Manchester Board of School Committee, in its actions, and those of its employees, that there shall be no discrimination on the basis of age, sex, race, color, marital status, physical or mental disability, religious creed, national origin or sexual orientation for employment in, or operation and administration of any program or activity in the Manchester School District. The Title IX Coordinator Sherri Nichols for staff; the 504 and Title IX Coordinator is Mary Steady for students. Please see above for contact information.*

CERTIFIED INSTRUCTORS  
Tentative Agreement  
12/8/2020

	Incremental (Savings) / Cost by Fiscal Year		
	<u>FY21</u>	<u>FY22</u>	<u>Total</u>
Operating Budget:			
Salary Increase	\$ 6,808	\$ 9,103	\$ 15,911
FICA/Retirement	1,474	1,971	3,445
Health Insurance Changes (estimated)	(571)	(1,713)	(2,284)
Total Cost Operating Budget **	<u>7,712</u>	<u>9,361</u>	<u>17,073</u>
One-Time Funds:			
One-time \$200 disaster supply reimbursement	4,400	-	4,400
Total Cost of One-Time Funds	<u>4,400</u>	<u>-</u>	<u>4,400</u>
Total Cost of Contract	<u><u>12,112</u></u>	<u><u>9,361</u></u>	<u><u>21,473</u></u>

\*\* General Fund represents 21%



**MANCHESTER**  
**BOARD OF SCHOOL COMMITTEE**  
**AND**  
**MANCHESTER**  
**CERTIFIED INSTRUCTORS NEA-NH**  
**ASSOCIATION**

12/8/20

**TENTATIVE AGREEMENT**

**ARTICLE EIGHT**  
**ASSOCIATION AND EMPLOYEE RIGHTS**

4. (New) Certified instructors are encouraged to apply for vacant position within the district. Accordingly, certified instructors who are qualified for a teaching vacancy that apply shall be interviewed for the vacancy. If all qualifications are equal, preference shall be given to the certified instructor over persons being hired from outside of the district. Qualifications shall include:

1. Demonstrated teaching ability.
2. Certification(s).
3. Performance evaluations.
4. Prior teaching experience.
5. Professional references.

For the purposes of this agreement, the term “vacancy” shall be interpreted as an open teaching position which the district intends to fill that was not otherwise filled in accordance with the requirements of the collective bargaining agreement between the Manchester Board of School Committee and the Manchester Education Association-NEA/NH.

**ARTICLE TEN**  
**OCCUPATIONAL AND PROFESSIONAL IMPROVEMENT**

3. Members of the bargaining unit shall have the option to attend the professional development sessions for teachers that are held when students are not in the buildings, including days prior to the beginning of the school year, to the extent budgeted by the District.

## **ARTICLE SEVENTEEN**

### **JURY DUTY**

1. Any bargaining unit member who is called for jury duty shall notify the Superintendent or his/her designee within five (5) work days after being summoned to appear for jury duty. Notification to the Superintendent or his/her designee must be made in advance of the jury duty assignment with supporting documentation. Upon proper notification of ~~full time~~ employees being called for jury duty, such ~~full time~~ employees will be paid the difference between the fee received for jury duty and the amount of straight time earning lost by reason of the jury duty. Satisfactory evidence of actual jury duty must be submitted to the Superintendent or his/her designee.
2. Bargaining unit members who are excused from jury duty for a day or days shall be responsible to report to their assignment as set forth herein. Employees, serving as jurors in the courts of Rockingham, Merrimack or Hillsborough Counties shall, if there are more than two (2) hours remaining in the normal work day, be responsible to report to their work site as soon as possible after being released. Failure of ~~full time~~ employees to report to work will disqualify the employee from the District's Jury Duty Leave payment. In this case, the ~~full time~~ employee will retain the daily stipend paid by the Court in which the employee serves as a juror.
3. ~~Regular part time and~~ Part time employees shall be entitled to the same jury duty leave benefit as the full time **and regular part time** employees but without pay.

## **ARTICLE NINETEEN**

### **INSURANCE**

1. The Board agrees to provide full time employees with the following health insurance plans:

Lumenos Regional High deductible Health Saving Account (HSA) Plan  
\$2,000/\$4,000 plan year deductible; or  
Lumenos National High deductible Health Saving Account (HSA) Plan  
\$2,000/\$4,000 plan year deductible.

The District shall pay eighty percent (80%) of the monthly the Lumenos HSA plan premium. For those employees electing to take either plan specified in Section 1 above, they shall receive from the School District annually \$1,500 for those on the single plan and \$3,000 for those on the two-person or family plan that shall be deposited into a Health Savings Account (HSA). Said contributions and funds shall be governed by the applicable federal law. Half of the School District's annual contribution amount shall be deposited in the HSA at the beginning of the plan year with the second half being deposited over the course of the remaining plan year. Provided however, if the employee experiences a catastrophic illness during the plan year that results in the employee incurring medical bills that exceed the amount of the funds then in the HSA, upon presentation of an explanation of benefits form, the School District shall contribute additional funds up to the maximum annual contribution by the School District as may be permitted by law. The above referenced contributions to the HSA shall be prorated based upon the effective dates of coverage.

2. The District shall pay eighty percent (80%) of the monthly premium of the following HMO/~~POS~~ plans or eighty percent (80%) of the Lumenos HSA plan premium, whichever is less **for employees hired prior to July 1, 2021.**
  - a. ~~BC/BS POS with \$1,500.00 deductible as set forth in the attached Appendix B~~ **BC/BS HMO Site of Service** with \$1,500.00 deductible as set forth in the attached Appendix B.
  - b. Blue Cross/Blue Shield HMO Access Blue New England **Site of Service** with a \$250 deductible as set forth in the attached Appendix B.
  - c. ~~Blue Cross/Blue Shield POS Blue Choice New England with a \$300 deductible as set forth in the attached Appendix B.~~

The Parties agree that the Board may discontinue any of the above-referenced health plans in the event that the plan will incur an excise tax or other penalty under the requirements of the Affordable Care Act. In such case, notice of discontinuance shall be provided during open enrollment or under such other circumstances as necessitated to avoid the excise tax or penalty. Employees shall receive no less than thirty (30) days prior notice of discontinuance.

## **ARTICLE TWENTY-TWO** **COMPENSATION**

1. Effective upon **tentative agreement**, employees will receive an increase in pay equal to ~~one half (1/2) of the 2.10% percent~~, **with no retroactivity.**

**Effective July 1, 2021, employees shall receive an percentage increase in wages equal to age of the District's allocated tax cap (as calculated by the City of Manchester's Finance Director) for the 2022 fiscal year. For any additional year covered by this agreement, employees will receive an increase in pay equal to the percentage of the District's allocated tax cap (as calculated by the City of Manchester's Finance Director) for the then current fiscal year, not to exceed three (3.0) percent or less than one half (.5) percent in any year of the contract. The starting rate of pay shall be \$15.50 \$16.00 per hour. This increase will be considered granted upon attaining a rating of "effective" on their immediately preceding performance evaluation. This process may be changed at any time by mutual agreement. Evaluation increases will stop when an employee reaches the top of their respective pay range. Pay increases shall not be withheld because the District fails to conduct evaluations.**

**Effective within 30 days after ratification, employees shall receive a disaster supply reimbursement of \$200.00.**

**ARTICLE TWENTY-FOUR**

**DURATION**

The provisions of this Agreement shall be effective upon ratification, unless otherwise agreed by the parties, and shall continue in full force and effect through June 30, 2022. Each year thereafter, the Agreement shall automatically renew itself unless by December 1 of any succeeding year, either party gives written notice to the other party of its desire to modify or terminate the Agreement.

The persons whose signatures appear below certify that they are authorized representatives of the parties for the purpose of executing this Agreement.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manchester School District

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manchester Certified Instructors



*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY2021 Community Improvement Program, authorizing and appropriating funds in the amount of One Hundred Thousand Dollars (\$100,000) for the FY 2021 CIP 213721 FEMA & State Funds to Support COVID Vaccination Efforts.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2021 CIP as contained in the 2021 CIP budget; and

WHEREAS, the 2021 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to allocate FEDERAL funding from FEMA to provide one-time funding to support the costs associated with paying for vaccinators for clinics, food during clinics and clinic planning;

NOW, THEREFORE, be it resolved that the 2021 CIP be amended as follows:

**By adding:**

FY 2021 CIP 213721 FEMA & State Funds to Support COVID Vaccination Efforts - \$100,000  
FEDERAL

Resolved, that this Resolution shall take effect upon its passage

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY2019 Community Improvement Program, authorizing and appropriating funds in the amount of Thirty Five Thousand Dollars (\$35,000) for the FY 2019 CIP 212719 Oral Health Program.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2019 CIP as contained in the 2019 CIP budget; and

WHEREAS, the 2019 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to allocate additional STATE funding from the State of New Hampshire Department of Health and Human Services to provide funding to support the Oral Health Program;

NOW, THEREFORE, be it resolved that the 2019 CIP be amended as follows:

**By increasing:**

FY 2019 CIP 212719 Oral Health Program—\$35,000 STATE

Resolved, that this Resolution shall take effect upon its passage

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY 2021 Community Improvement Program, authorizing and appropriating funds in the amount of Two Thousand Eight Hundred and Four Dollars and Seventy Five Cents (\$2,804.75) for the FY2021 CIP 812021 HMIS Reporting.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2021 CIP as contained in the 2021 CIP budget; and

WHEREAS, the 2021 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to allocate a portion of unprogrammed ESG funds to be used for the training and support of the Homeless Information Management System required by the Hearth Act;

NOW, THEREFORE, be it resolved that the 2021 CIP be amended as follows:

By increasing:

CIP 812021 2018 HMIS Reporting- \$2,804.75 ESG

Resolved, that this Resolution shall take effect upon its passage.

*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY 2021 Community Improvement Program, transferring, authorizing and appropriating funds in the amount of Twelve Thousand Dollars (\$12,000) for FY2021 CIP # 811621 CARES Act Support Fund – Public Service/Capital Improvement Activities.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the 2021 CIP as contained in the 2021 CIP budget; and

WHEREAS, the 2021 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to transfer unused balance of CIP#212821 Summer Outreach Program to CIP 811621 CARES Act Support Fund – Public Service/Capital Improvement;

NOW, THEREFORE, be it resolved that the 2021 CIP be amended as follows:

**By decreasing:**

FY 2021 CIP 212821 Bring It Summer Outreach Program - \$12,000 CDBG-CV

**By increasing:**

FY 2021 CIP 811621 CARES Act Support Fund – Public Service/Capital Improvement Activities - \$12,000 CDBG-CV

Resolved, that this Resolution shall take effect upon its passage



*City of Manchester*  
*New Hampshire*

*In the year Two Thousand and Twenty One*

**A RESOLUTION**

“Amending the FY 2004 & 2019 Community Improvement Program, authorizing, appropriating, and transferring funds in the amount of Twelve Thousand Four Hundred Fifty Four Dollars (\$12,454) for the FY 2019 CIP 711019 FY19 Deferred Maintenance Schools.”

**Resolved by the Board of Mayor and Aldermen of the City of Manchester as follows:**

WHEREAS, the Board of Mayor and Aldermen has approved the FY 2004 & 2019 CIP as contained in the FY 2004& 2019 CIP budget; and

WHEREAS, the 2004 & 2019 CIP contains all sources of funds to be used in the execution of projects; and

WHEREAS, the Board of Mayor and Aldermen wishes to effect the following transfers between Public Works - Parks, Recreation & Cemetery and Facilities administered projects;

NOW, THEREFORE, be it resolved that the FY 2004 & 2019 CIP be amended as follows:

**By decreasing:**

FY 2004 CIP 511404 Clem Lemire Sports Complex-Memorial High School - \$12,454 BOND

**By increasing:**

FY 2019 CIP 711019 FY19 Deferred Maintenance Schools - \$12,454 BOND

Resolved, that this Resolution shall take effect upon its passage